

ASQ



# Montreal Section News

American Society for Quality  
Section 0401

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## So Who Runs Your ASQ Section Anyway ?

by Raymond E Dyer - Koalaty Kid

As regular readers of the ASQ Montreal Section 401 newsletter, you must have noticed the column of "Officer" names and titles that appears in every issue. These individuals make up your ASQ Section's Executive Committee. Just to give you a flavor of the executive positions involved, here is a brief description of the positions currently in effect:

**Section Chair:** Serving as executive officer of the ASQ section, the Chair oversees the Section's planning activities and financial management, establishes the Nominating Committee and appoints the Nominating Committee Chair, oversees the appointment of other committee chairs, and mentors the Chair-Elect/Vice-Chair. Reports to the Regional Director.

**Section Chair-Elect/Vice-Chair:** Supports the work of the Section Chair and performs duties of the Section Chair in his/her absence. Appoints chairs for all standing committees and provides orientation and consultation as needed. Reports to the Section Chair.

**Section Secretary:** Maintains the written records of the Section's Executive Committee meetings and serves as official correspondent between the Section and Headquarters. Processes membership mailings, applications, and related printing. Reports to the Section Chair and Executive Committee.



## Happy Holidays

**Section Treasurer:** Maintains the financial records of the Section. Communicates the financial condition of the Section at Executive Committee meetings. Creates and monitors the Section budget. Prepares and sends annual Treasurer's report to Headquarters. Reports to the Section Chair and Executive Committee.

**Membership Chair:** Retains current members and recruits new members for the Section and the Society. Maintains a current roster of all Section members, including enrolled students. Works with the Program and Publicity Committees to promote ASQ membership. Reports to the Section Chair.

**Section Examining Committee Chair:** Makes recommendations to the Society's Examining Committee Chair for admission to the Society and advancement of membership grade. Also responsible for approving recertification journals if the Section does not have a Recertification Chair. Reports to the Section Chair.

**Section SMP Chair:** Serves as the owner of the Section's Section Management Program (SMP). Keeps the Executive Committee aware of the SMP program and compiles information and tracks activities related to Section management. Provides summary information to the Regional Director and ASQ Headquarters as described in the SMP handbook. Reports to the Section Chair and Executive Committee.

**Program Chair:** Serves as chair of the programs committee leading and implementing meeting programs for the Section. The chair also selects committee members and coordinates the activities of the committee. Reports to the Section Executive Committee.

**Section Education Chair:** Plans and implements educational programs for the Section such as conferences and/or special seminars. Reports to the Section Executive Committee.

**Section Newsletter Editor:** Ensures that Section members receive an informative newsletter on a consistent and timely basis. Reports to the Section Executive Committee.

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**Recertification Chair:** Coordinates and manages the Section's activities related to ASQ's recertification program. Reports to the Section Executive Committee.

**Section Koalaty Kid Chair:** Serves as the liaison between the Section and educational institutions interested in becoming Koalaty Kid schools. Helps to strengthen relationships between the Section, the school, parents, and the community. Reports to the Section Chair.

**Arrangements Chair:** Oversees arrangement for all regular meetings of the Section and other special programs and conferences as assigned by the Section Executive Committee and other committee chairs. Reports to the Section Chair, Program Chair, and Section Education Chair.

As you may have noticed, a few of these chairs have been combined under one individual. There are also several other chairs defined in the ASQ Position Guide that are currently not assigned for Montreal Section 401 (e.g. Publicity Chair, Section Audit Chair, Section Historian, Section Certification Chair, Placement Chair, National Quality Month Chair, and Section Database Chair). The reasons for this vary from lack of perceived need to lack of sufficient resources from

within the Section Executive Committee. Note that there are also positions in our Executive Committee not specifically described in the ASQ Position Guide (e.g. The Awards Chair and Directors).

So how does one go about finding information on and indicating an interest in such Section Executive Committee positions? Usually, this is done via the annual General Assembly. However, very often, potential new members are cautious about committing themselves as they are often unaware of the investment of time required and of the potential benefits obtained by implicating themselves further in the ASQ. Unless one has had a chance to see the Section Executive Committee in action, the idea of suddenly becoming responsible for such a task may appear quite daunting.

This is why we encourage all ASQ members interested in becoming part of the Section Executive Committee to speak out and make themselves known. As frequently referred to above, there should be committees looking after certain responsibilities and due to a lack of available participants, these often end up as one-person committees.

For more information about becoming involved in the Section Executive Committee, please contact one of your Section Executive Committee members or myself at 514-397-6190 (office), 514-483-5001 (home), 514-397-6109 (fax), or at [redyer@internauts.ca](mailto:redyer@internauts.ca) (Internet e-mail). ☐



*~New Members~*

Montreal Section 401 would like to welcome the following new members to the ASQ:

- Victor Apostolescu**
- Martin Dufour**
- Aliaa Ezzeldin M A Elarnaate**
- Michelle T Hall**
- Ka Wan Ng**
- André A Ricard**
- John T Robinson**
- Pierre Tremblay**



**Break Time Brain Teasers**

*Contributed by G.Yedynak, eng*

A King who rules, with a tight fist, over ten provinces recently sent the Royal Tax Collector to collect ten ounces of gold from each province. The people of each province gladly sent ten bars of gold. They weren't really happy about paying the tax but very happy to get rid of the Tax Collector who was seven feet tall and nasty to his toes.

The Tax Collector returned to the palace with the gold. And although each province had sent bars of a different shape, all of the bars from a single province were identical in shape.

The Royal Sneak (a smarmy fellow) informed the King that one of the provinces had sent bars which weigh only 9/10 of an ounce.

Fortunately, the King's Wizard had recently devised a magical invention called a "Scale" which allows one to measure the weight of a collection of objects. However, in order to make it work, the wizard must transfer all of his life energy into the scale, whereupon the wizard will immediately die, and there is no way to obtain a second weighing.

The king has hired you to determine which is the treacherous province, placing all the bars and the life of the wizard at your disposal. He also mentioned something about what the Tax Collector might do to you if you fail.

What are you going to do?

Answer can be found on page 4



## ASQC Education Program for 1998

The education programs offered are intended to lead to Certification by ASQC. All courses are offered in English. The advantage for Francophones is that the course will improve their knowledge of English and use of English in the examination.

### Certified Quality Engineer

Certified Quality Engineers are required to have a university level knowledge of statistics. They are also required to know the methods of process improvement and management methods for improving quality. The management methods put forward by ASQC match those of Deming and Juran to a high degree. The CQE must also have an understanding of other management methods.

There are two main paths offered to people leading to certification as a Certified Quality Engineer.

For those who feel comfortable with the body of knowledge refresher courses are offered. These courses are intensive and give the student thorough preparation for the exam.

### Certified Quality Auditor

This course is a refresher for those who are auditors or are in an environment that auditing frequently done. The course prepares the student for the examination. The course covers the same general topics as the ISO 9001 lead assessor course with the addition of basic statistics. The course is not a registered ISO course and it is not the format of the Lead Assessor course. Students are expected to do case studies during the course. Topics covered include: audit objectives, audit preparation, audit conduct, audit reporting and basic statistics.

### Certified Mechanical Inspector

To write this examination the candidate will require the basic knowledge of the probability and statistics course. A refresher course is available to the students who want to write this examination.

Schedule	Duration (minimum)	Member Fee	Nonmember Fee
Winter 1998 (Starting week of March 1, 1998)			
Certified Quality Engineer Refresher	10 weeks	\$850	\$950
Certified Quality Auditor Refresher	7 weeks	\$600	\$700
Certified Mechanical Inspector Refresher	7 weeks	\$600	\$700

Details of the course start dates and room locations will be published in the newsletter. The courses will take place at MacDonald Campus of McGill University starting at 18:00. If a company will offer space we will move the class to that location.

## ASQC Course Registration Form

Course: CQE CQA CMI      Fee: \_\_\_\_\_

Name: \_\_\_\_\_      Course Date: \_\_\_\_\_  
DD/MM/YYYY

Company: \_\_\_\_\_

Address: \_\_\_\_\_      Home Address: \_\_\_\_\_

City: \_\_\_\_\_      State/Province: \_\_\_\_\_      Home City: \_\_\_\_\_      State/Province: \_\_\_\_\_

Country: \_\_\_\_\_      ZIP/Postal Code: \_\_\_\_\_      Country: \_\_\_\_\_      ZIP/Postal Code: \_\_\_\_\_

Send form and registration cheque to:

Questions?

David Tozer  
 ASQC Education Chairman  
 159 chemin Stillview,  
 Pointe-Claire, Québec  
 H9R 2Y1

(514) 697-3831

# Calendar of Events for the Coming Year

<p>17th September 1997</p> <p>SR Telecom Site Visit</p> <p>Results</p> <p>Only 14 members were in attendance - it could and should have been better.</p>	<p>22nd October 1997</p> <p>ISO 9001 in the Public Sector</p> <p>Municipalities and School Board</p> <p>RESCHEDULED</p>	<p>6th November 1997</p> <p>Competing in the Age of the Networked Society</p> <p>A condensed version of the Quality Month</p> <p>at the Dorval Hilton</p>	<p>5th December 1997</p> <p>Team Problem Solving Winter Olympics &amp; Christmas Party</p> <p>at the Dorval Hilton</p>
<p>20th January 1998</p> <p>Experiences and Implementation of ISO 9001 in Large, Medium, and Small Companies</p> <p>at the Dorval Hilton</p>	<p>February 1998</p> <p>Annual Meeting</p>	<p>17th March 1998</p> <p>Quality in the Food Industry</p> <p>HACCP Experiences of KRAFT CANADA</p>	<p>April 1998</p> <p>Supplier Quality</p> <p>Purchasing Management Association</p>
<p>May 1998</p> <p>ISO 9001 in the Public Sector</p> <p>Municipalities and School Board</p>	<p>June 1998</p> <p>Site Visit</p>	<p>July 1998</p> <p>No Activities</p>	<p>August 1998</p> <p>No Activities</p>

If you have any suggestions for future activities or need more information concerning planned activities, please contact:

**Bernard Doiron**  
**Tel: (514) 653-4879**

**Quote of the Month**

*Advice is what we ask for when we already know the answer, but wish we didn't*

**-Erica Jong**

**Answer to 'Break Time Brain Teaser'**  
 (from page 2)

Place one of the first province's bars, two of the second province's bars,..., ten of the tenth province's bars on the scale. If all the bars weighed one ounce, this combination of bars would weigh 55 ounces. If the result of the weighing is 1/10 of an ounce less than 55, the first province is treacherous. If the result of the weighing is 2/10 of an ounce less than 55, the second province is treacherous. etc.



# Registration Form for the Following Activities

contact:

**Bernard Doiron Tel: (514) 653-4879**

**6th November 1997                      Competing in the Age of the Networked Society                      (IBM President and CEO)**

YOU HAVE MISSED A GREAT CONFERENCE.

**5th December 1997                      Team Problem Solving "Winter" Olympics**

Due to circumstances beyond our control the Summer Olympics had to be canceled. However you're not losing! Here comes the Winter Olympics!! December will challenge you. The Problem Solving Winter Olympics will more than make up for the wait. Get those gray cells working -- you will need them! The Christmas Party will follow the Olympics.

This event will start at 13:00 at the Dorval Hilton and finish around 21:00. The price is \$50.00 for members and \$60.00 for non-members

**20th January 1998                      Implementation of ISO 9000 in Large, Medium and Small Companies**

January will bring us the good and bad experiences in implementing ISO 9000. This will be done through the eyes of three different companies:

- 1 Company with less than 50 employees - M. Keith Forcier of RDC Control will be relating their experiences.
- 2 Company with more than 50 and less than 125 employees - M. Marvin Zylber of Ahlstrom will be relating their experiences
- 3 Company with more than 200 employees - M. Terry McKeogh of Canadian Marconi will be relating their experiences.

The price is \$25.00 (members) and \$30.00 (non-members)

**February 1998                      Annual Meeting**

If you are interested in your association, your presence is required. We will give you a report on the 1997 - 1998 activities and the election of the new executive will take place

**17th March 1998                      Quality in the Food Industry                      Kraft Canada**

M. Richard Brouillet, Director of Microbiology, and Ms. Nathalie Toutant, will tell us about the HACCP Standard in the industry. What is it, how to implement it, and how to maintain it.

Name: _____	Company: _____
Member #: _____	Event:    December 5 <input type="checkbox"/> 13:00h
Telephone: _____	January 20 <input type="checkbox"/> 18:00h
	February <input type="checkbox"/> 18:00h
	March 17 <input type="checkbox"/> 18:00h
Fax : _____	

# ENVIRONMENTAL ISO 14000 ESSENTIALS & LEAD AUDITOR ENVIRONMENTAL

# ISO 14000

## ISO 14001 ESSENTIALS

### Who should attend?

Executive, Corporate and Senior Managers  
Environmental Managers/Coordinators  
Government Regulatory Agencies  
Federal, Provincial and Municipal Managers &  
Field Staff  
Special Interest Environmental Groups  
Steering Committee Members  
Environmental Auditors and Consultants  
Occupational Health and Safety Professionals  
Insurance, Banking and Risk Managers  
Small Business Owners/Manager

DURATION: 2 days

### Objectives:

To discuss how Environmental Management Systems (EMS) evolved and what the benefits of implementation are.

To provide the knowledge and skills required to implement an ISO 14001 EMS that will be in conformance with an internationally-recognized environmental standard, including a brief overview of ISO 14010 and ISO 14011.

To discuss the audit and registration requirements for the ISO 14001 EMS.

### Prerequisite:

NONE

### Standards Included :

ISO 14001- Specification with guidance for use  
ISO 14004 - General guidelines on principles, systems and supporting techniques

Telephone: (800) 465-3717



## ISO14001 LEAD AUDITOR

### Who should attend?

Environmental professionals from business, industry, government or consulting who will conduct EMS audits, including third-party registration audits and managing internal and other external audits to the ISO 14001 specification.

DURATION: 5 days

### Objectives:

To discuss the principles and procedures required to audit to ISO 14001, and, with the prerequisites, provide the skills and knowledge required for certification as an Environmental Management System Auditor.

### Prerequisite:

Familiarization with ISO 14001, ISO 14010 and ISO 14011. Note: Attendance at the QMI two-day "ISO 14001 Essentials" course, or equivalent, is strongly recommended.

### Outline

A detailed examination of Environmental Management System auditing, including a review of ISO 14001 and an overview of relevant Environmental Legislation and Regulations.

The material will be covered by a combination of seminar presentations, practical workshops and participant presentations, exercises and quizzes. There will be a final 2-hour examination.

### Standards Included:

ISO 14001  
ISO 14004  
ISO 14010  
ISO 14011  
ISO 14012



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# ISO 9000, QS-9000, and ISO 14000 QMI TRAINING DATES FOR MONTREAL

## ISO 9000 ESSENTIALS FOR MANUFACTURING - \$795.00 + GST

December	8-9	Montreal
January	5-6	Montreal
	12-13	Montreal (F)
February	2-3	Mississauga
March	2-3	Mississauga

## ISO 9000 ESSENTIALS FOR SERVICE - \$795.00 + GST

December	8-9	Mississauga
January	12-13	Mississauga
	19-20	Montreal
February	16-17	Mississauga
March	2-3	Mississauga

## ISO 9000 INTERNAL AUDITOR MANUFACTURING - \$795.00 + GST

December	10-11	Montreal
January	7-8	Montreal
	21-22	Mississauga
February	4-5	Montreal (F)
March	4-5	Montreal
	18-19	Mississauga

## ISO 9000 LEAD AUDITOR \$1695.00 + GST

January	12-16	Mississauga
	26-30	Montreal
February	9-13	Mississauga
March	9-13	Mississauga

## ISO 9000 INTERNAL AUDITOR FOR SERVICE - \$795.00 + GST

December	10-11	Mississauga
January	14-15	Mississauga
February	18-19	Mississauga
March	4-5	Mississauga

## BEYOND ISO 9000 - TOOLS FOR CONTINUOUS IMPROVEMENT \$795.00 + GST

December	3-4	Mississauga
January	29-30	Mississauga
February	26-27	Mississauga
March	26-27	Mississauga

## QS-9000 ESSENTIALS \$975.00 + GST

December	1-3	Mississauga
January	26-28	Mississauga
February	23-25	Mississauga
March	23-25	Mississauga

## ISO 14001 EMS LEAD AUDITOR \$1995.00 + GST

December	1-5	Mississauga
January	19-23	Mississauga
February	16-20	Mississauga
March	16-20	Mississauga

## ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM ESSENTIALS \$895.00 + GST

December	15-16	Montreal
January	19-20	Montreal
	26-27	Mississauga
February	2-3	Mississauga
	9-10	Montreal
March	2-3	Mississauga

## CSA Z809 SUSTAINABLE FOREST MGMT. - INTERNAL AUDITOR \$895.00 + GST

December	8-9	Mississauga
February	9-10	Mississauga
March	9-10	Mississauga

## ISO 14001 EMS INTERNAL AUDITOR \$895.00 + GST

December	17-18	Mississauga
January	28-29	Mississauga
February	4-5	Mississauga
March	4-5	Mississauga

## ISO 14000 ESSENTIALS FOR FOREST MANAGEMENT - \$895.00 + GST

February	19-20	Mississauga
March	19-20	Mississauga

*To register for these courses, please call 514-428-2491 or 905-272-3920.*

### QMI Montreal Office

865 Ellingham Street  
Pointe Claire (Montreal), Quebec H9R 5E8



*...Making Standards Work for People and Business*

A Division of CSA



**MONTREAL SECTION (0401)**

3383 boul. des Sources, Suite 401  
Dollard des Ormeaux, Quebec,  
H9B 1Z8

Tel: (514) 685-7678 Ext. 401  
Fax: (514) 685-7055  
Internet: asqc0401@quality.org

**OFFICERS  
1997-1998**

- Chairperson:**  
Robert FAIRBAIRN 631-7710
- Vice-Chairperson:**  
J-P AMIEL 280-5412
- Secretary:**  
Keith FORCIER 434-0216
- Treasurer:**  
Gerry YEDYNAK 457-2150
- Newsletter:**  
Gillian GLOVER 694-1772
- Education:**  
David TOZER 697-3831
- Recertification  
& Examination:**  
Norman DICKINSON 334-6102
- Programs &  
Arrangements:**  
Bernard DOIRON 653-4879
- Membership/On-line:**  
Denis MARTIN 479-6725
- SMP Coordinator:**  
Inteaz ALLI 398-7920
- Koalaty Kid:**  
Raymond DYER 397-6190
- Awards:**  
Jean-Pierre AMIEL 280-5412
- Directors:**  
Nutan KALIA 345-7900  
Sam WEISSFELNER 428-2438  
Chuck ALTMAN 685-2270  
Cally LUNETTA 297-6641  
Neil ASBIL 441-9000

**HOW TO ACCESS THE ASQ NET**

*Raymond E Dyer*



Hi all you Internet users! You can now access a web site specially reserved for ASQ members. 13 ASQ Section 401 members have already done so! The site is called ASQ Net and has a variety of services of interest (eg. E-mail aliases, membership registry, career services, etc) that we'll talk about in future issues. Here's how to log on:

- (1) Point your Web browser to <http://www.asqnet.org>; you'll be prompted for a user name and password.
- (2) Enter your membership number as your name. This number must contain 8 digits. If your member number does not contain 8 digits, enter the number of zeros preceding your membership number so that you are entering 8 digits.
- (3) Enter your enrollment date (indicated on your membership card) as the password. Be sure to enter the information exactly as it appears on your 1997/98 membership card. For example, if you became a member in June 1996, enter your password as 06/96. You must enter the forward slash and the zero before the month (if necessary).
- (4) After logging in once, you'll have the option to change your user name and password if you wish.

Hope to have you on board soon. If you have any questions re: logging onto the ASQ Net, send me an e-mail at [redyer@internauts.ca](mailto:redyer@internauts.ca). Enjoy!

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**Newsletter Advertising Rates July 1997 - June 1998**

Ad Size (8.5x11"page)	ASQ Member	Non-Member
1/6 page	\$55.00	\$75.00
1/4 page	\$75.00	\$100.00
1/2 page	\$135.00	\$165.00
3/4 page	\$175.00	\$210.00
1 page	\$200.00	\$240.00
2 pages	\$330.00	\$380.00
+2 pages	\$call	\$call

**Above rates apply for placing advertisement in 1 Newsletter only.  
Discounted rates are available for running the same advertisement in multiple issues.  
Call the Treasurer for other special rates.  
Companies that have an ASQ membership may advertise employment opportunities in quality related fields without charge.**