



Montreal Section News

American Society for Quality

Section 0401

May 1998

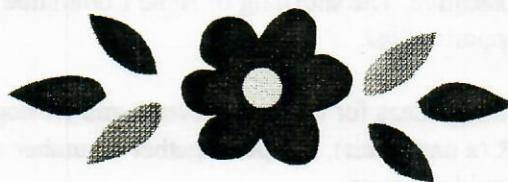
Volume 49 Issue 3

INCOMING CHAIRMAN'S WORDS By JP AMIEL

As I look out my windows the snow has melted and we are left with a lot of broken trees. This may seem like quite a sad thing, however, as spring has arrived, it means that it's also renewal time. Very soon these trees will again become beautiful forests.... Nature has a way of building experience.

A new Executive Committee has also been welcomed and as the "new" Chair I want to reach out to you, the Member, and to build on OUR common experiences. Over the past twenty years that I've been part of this Section, our membership has always hovered around 500 quality professionals, and that, in spite of the departure of Members to create new Sections in Ottawa, Newfoundland, Nova Scotia and New Brunswick. Evidently, interest in ASQ membership does not wane.

I note that over the last three years we have collected your many thoughts on Section events through our survey questionnaires, homework, as Bernard calls it. Those results indicate that those who AT-



TENDED, felt that the event was worthwhile. However, we do not know what those who DID NOT attend think. We believe that we have been listening to you for years, but it seems that only a small number of our Members has spoken out. What about the others ?

As a new Member to our Section do you have special needs or events that you would like us to organize ? Our events are an opportunity for you to learn the basics of quality principles and an exchange on quality-related matters and the new trends. Is networking with other quality practitioners of interest to you ? Come and meet them at our events. What about our more senior Members ? Would you like to participate in our planning meetings or propose your expertise and experiences for events ?

I want to learn from you. I am interested in knowing what you think and want. I strongly urge you to take a moment to tell me (Telephone at (514) 280-5412 ; Fax at (514) 280-6004 or e-mail at amiel@microtec.net). So, in the words of a particular sportswear manufacturer, please, *Just do it.*



To
New Members / Old Members
Night

on: May 26th, 1998
at: The Dorval Hilton
time: 1800 hr - 2100 hr

This will be an opportunity for new members to get to know other people and for everyone to meet the executive.

price: free!!

Snack foods and soft drinks, etc. will be served. Alcoholic drinks will be available at a cost.

Come and join us !!

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YOUR 1998-1999 EXECUTIVE

By JP AMIEL

This year's Executive is a mix of old and new faces. Our Section has always responded to the challenges of the tasks and your Executive has always enjoyed the dynamics of the monthly planning meetings. We look forward to the coming year as an opportunity to further build on Member relations.

Here is a brief description of this year's Executive. The shuffling of some Committee Chairs allows us to keep a common heading and yet, still gives us some new opportunities.

- Bernard DOIRON already has many ideas for upcoming events and we hope that you will also agree.
- Mr "Education", David TOZER (a past chair), has put together a number of experiments and courses on quality principles which we feel you should not miss.
- As well, our own Recertification and Examining expert, Norman DICKINSON, has seen a growing interest in ASQ certification and will coordinate exams as required.
- Not only has Raymond DYER accepted to continue his involvement with the Koality Kid program with Allion School, but he has accepted to be Vice-Chair. As an intermediate surfer and our own Internet liaison, he will be doing something «new» for the Section. He is creating and updating the Section's Web site on the Internet at asqnet.
- As the Newsletter is an important part of our Member relations, we are sorry to see Gillian GLOVER leave because of other commitments. Her quotes of the month and different views were appreciated. We will need someone to help here. To be continued....
- Gerry YEDYNAK has now mastered the art of putting together our monthly financial statements and remains our Treasurer.
- We retain Robert FAIRBAIRN (our past Chair) as our Section Management Plan coordinator and look to his guidance.
- Inteaz ALLI (also a past chair) will keep us advised on various Membership matters.

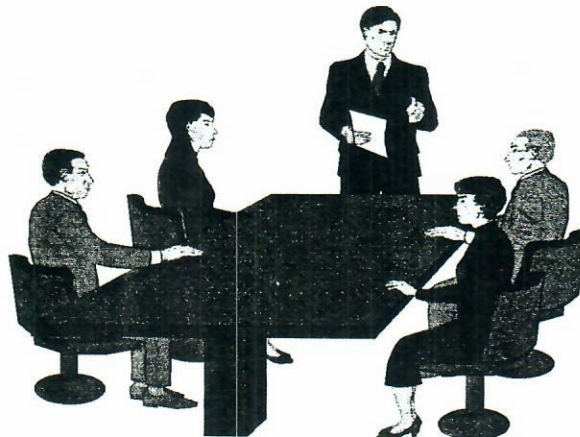
A number of years ago, your Executive, developed and adopted the following mission statement :

« To promote and enhance the quality profession by providing support to our Section membership, offering information, educational programs and events and promoting the awareness of quality in the community. »

Our team is here, and is ready and willing to offer you the many different facets of the quality experience.

Are we doing what is necessary ?

How can we best help you ?



Registration Form for the Following Activities

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

26th May 1998 **Old Members / New Members Night**

We're looking to make this a very special event. Have you recently joined the ASQ? Even if you've been a member with us for some time now, this will be an opportunity for you to get to know other members and meet the executive. The executive will present the proposed programs and arrangements for the coming year and will welcome your feedback. And hey, we're even serving snack foods and softdrinks and the whole event is absolutely free!! (Alcoholic drinks will be available at a cost)

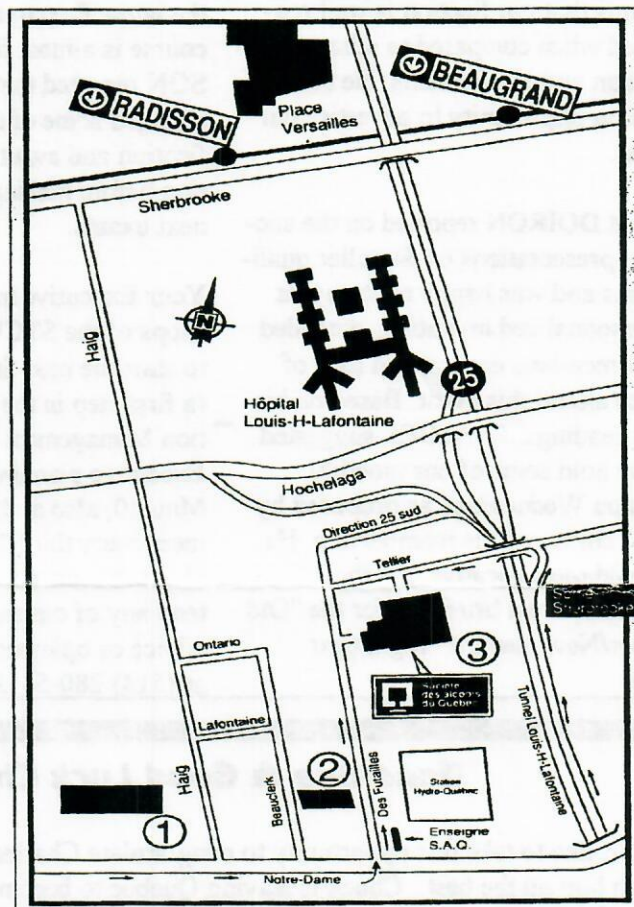
Dorval Hilton **1800 hr - 2100 hr** **No Charge**

9th June 1998 **Site Visit to SAQ**
(Société des Alcool du Québec)

We will close the 1997 - 1998 activities with a bang. If you want to see the distribution activities of the Société and sample some wines — Call me. The visit is limited to the **first 40** that will call. A minimum of 25 members are required so that we can have this activity. Reservation will be made no later than the 29th May 1998.

SAQ **1800 hr - 2130 hr**

Centre de distribution de Montréal



Name: _____
 Company: _____
 Member #: _____
 Telephone: _____
 Fax : _____

Event: May 26 18:00h
 June 9 18:00h

ITINÉRAIRE

- 1** Base militaire
- 2** Johnson & Johnson
- 3** Centre de distribution de Montréal, S.A.Q.



Société des Alcool du Québec

2021, rue des Futaies
 Montréal (Québec)
 H1N 3M7

**EXECUTIVE MEETING
SUMMARY**
By JP AMIEL

Here is a brief description of some of the items reviewed, discussed and approved at our April 21 meeting :

JP AMIEL is completing the Section's 48 year history as originally started by Len Barth. He was confirmed as Section Historian. Ray DYER was confirmed as Section Data chair and explained that the Web page at asqnet has advertised our last two events. He also did an analysis of ASQ members who are listed on the asqnet registry and finds that our Section is well represented when compared to other Canadian and US Sections. He sees this as an opportunity to advertise our Section.

Bernard DOIRON reported on the successful presentations on Supplier qualifications and was happy to state that the personalized invitations extended to new members encouraged four of them to attend this event. Based on his recent readings, JP AMIEL suggested that we hold some of our monthly events on Wednesdays as proposed by a 1991 survey of the membership. He reminded the Executive that they should prepare a brief text for the "Old member/New member" night next month.

Inteaz ALLI and Rob FAIRBAIRN (past and new SMP coordinators) contacted Headquarters to verify/confirm deadlines and required submissions. Three members of the Executive will attend a one-day ASQ Leadership Training Workshop in Toronto at the end of May. This will be a first for the Section and is seen as a great opportunity for its continued success.

Ray DYER noted that Headquarters will no longer provide a membership list. As Data chair, it will be his job to "download" the file as required. Bernard DOIRON will stand-in for Raymond DYER at the next Koality Kid "pep rally" later this month at Allion School. David TOZER reported that the latest Preparation for ASQ certification course is almost finished. Norm DICKINSON reported that Headquarters has changed some of the rules regarding recertification and awaits for candidate confirmation before making arrangements for the next exams.

Your Executive meets at the Overhaul shops of the STCUM on May 6 at 6:00PM to start the next Strategic Planning exercise (a first step in the preparation of the Section Management Plan). The next regular Executive planning meeting will be held on May 20, also at the STCUM. We typically meet every third Tuesday of the month, about ten times a year. If you wish to attend any of our meetings and want to offer advice or opinions, please contact JP Amiel at (514) 280-5412.

SUPPLIER QUALIFICATION
By JP AMIEL

For those who missed it, the April 21 presentation on Supplier Qualification presented two different approaches. A most interesting topic which we hope to repeat at some later date.

Les Technologies Industrielles SNC
- A world-wide supplier of military armament supplies.

Mr David MARTIN spoke on the approach that will be used to ensure product quality levels for a new product line. They will be soon launching a product which involves the selection of subcontractors and suppliers in a new domain for the company. Their objective is to ensure that their suppliers have the necessary tools to ensure product conformity. Their approach is to use the ISO-3951 Inspection by Variables standard as the basis for establishing sampling and product quality verification.

The supplier will identify a sample from his lot and inspect it, submit the results via e-mail to SNC according to a predefined format and then ship it. A technician at SNC will examine the submitted data for conformance, perform an inspection of the identified inspected lot to confirm inspection results and sample check the submitted lot. This will serve as the basis for accepting the lots, track supplier performance and ensure product conformity.

La Société de transport de la Communauté urbaine de Montréal (STCUM) - A supplier of urban transport services.

Mr Denis CONSTANTINEAU described the process developed over

Good-Bye & Good Luck Chuck

We'd like to take this opportunity to congratulate Charles (Chuck) Altman and wish him all the best. Chuck is leaving Quebec to become the Vice President of Manufacturing for a company in Poughkeepsie, N.Y. Over the years, Chuck has served on the Montreal Section ASQ Executive in many capacities - He was Historian, Secretary, Koality Kid Liason, Quality Month Chair, and Chairman. We'd like to say a big "Thank You" for all your time and effort over the years and let you know that you'll be greatly missed.

the last five years for the selection of suppliers and improving product quality levels on parts and components with technical specifications or drawings. These products have a major impact on the maintenance of the vehicles and equipment of the company and the reliability of the service offered to the customer.

To ensure a certain level of product quality for these products, the STCUM chooses its suppliers from its list of qualified suppliers. They are encouraged to develop quality systems based on the ISO-9000 standards. Any supplier wanting to be considered for bids goes through a qualification process which includes a preliminary survey describing parts, products and services offered, signing of a quality commitment statement and an audit to verify quality system operation.

However, even though it has a list of qualified suppliers, for orders above \$100,000, the STCUM use public tenders. For that process suppliers must demonstrate their ability to meet all administrative, technical and quality requirements and be the lowest conforming bidder. This qualification process significantly reduced rejections (thus out-of-stocks) at incoming inspection.

P.S. Although we strive to advise you of upcoming events in a prompt manner, we also have to deal with storms and other circumstances which may affect delivery. Please note that a schedule of events is published and regularly updated in the newsletter. For information or to propose events, you may contact Bernard DOIRON at (514) 653-4879. Your input will be greatly appreciated.

BITS AND PIECES

By JP AMIEL

Developing a Mission statement is one of the first steps in developing a strategic plan for any business or corporation. It requires deep thought and involves questioning the organization's vision, strengths and commitment. Up to now it was also a demanding and gut-wrenching exercise. But, thanks to the latest developments in artificial intelligence and the incredible reach and access of the Internet, all of that has been simplified.

You only have to go to the Center for Duhcision Making website at www.unitedmedia.com's Dilbert Zone, plug in some key information about your organization and before you can say "duh . . .", the Mission Statement Generator provides you with a perennial, highly fuddled and buzz-worded Mission Statement. Here are some jewels to ponder :

"We professionally foster business data while continuing to competently enhance interdependent sources to stay competitive in tomorrow's world."
(Assign telephone numbers ?)

"It's our responsibility to interactively disseminate market-driven opportunities to set us apart from the competition."
(Print junk mail ?)

"It's our responsibility to globally promote quality sources in order to competently maintain corporate data in order to solve business problems."
(Surf the net ?)

By the way, you should note that we don't have a Newsletter editor in our new Executive. If you feel artistic and are willing to share your mastery of electronic page setting, or wish to share tricks of the trade or any other worthwhile news items, don't hesitate to call Jean-Pierre AMIEL at (514) 280-5412.

Quote of the Month

While we stop to think, we often miss our opportunity

-Publilius Syrus

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 & 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 General Assembly</p> <p>Restaurant Le Paris-Beurre</p> <p>1226 Van Horne</p>	<p>17th March 1998</p> <p>Quality in the Food Industry</p> <p>HACCP</p> <p>Experiences of KRAFT CANADA</p>	<p>14th April 1998</p> <p>Supplier Qualification</p> <p>STCUM and SNC Lavalin</p> <p>at the Dorval Hilton</p>
<p>26th May 1998</p> <p>New Members / Old Members Night</p>	<p>June 1998</p> <p>Site Visit to SAQ</p> <p>See attached map on registration form</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

ACCOUNTING SERVICES AVAILABLE

This service is aimed at small businesses and includes computerized;

- Accounts payable and receivable
- Payroll
- Bank Reconciliation
- Monthly and/or Yearly Financial Statements
- Year-End Financial Statements
- GST/PST Reports

Contact : M.B. Dickinson (BComm) at 334-6102

QUALITY CONTROL INSPECTORS

We require inspectors, willing to work in a shop environment to verify quality for all production processes of wing panel forming and finishing.

1-3 years minimum experience required in aerospace quality. Please forward or fax cv to:

NMF CANADA
13075 Brault St.
Mirabel, Quebec
J7J 1P3

Fax: (514) 434-5457

VACANT POSITION - NOTICE**BUSINESS UNIT:** Advanced Power Systems**POSITION TITLE:** Quality Engineer, Equipment Performance**REQUISITION #:** X 32318**DEPT NO. & NAME:** 5055 - Quality & Customer Support**LOCATION:** Lachine (Qc)**NO. OF POSITIONS:** 1**POSITION PURPOSE:** Senior position for post sales customer support and assistance, and implementation of reliability improvement programs for the product portfolio of the Advanced Power Systems (APS) line of business.**DESCRIPTION:** Resolve customer complaints by performing site investigations and preliminary problem diagnostics. Coordination with other departments is also required in order to resolve issues to the customers' satisfaction.

Coordinate corrective actions to address root cause issues identified by customer service reports and complaints.

Maintain and analyze field reliability data

Coordinate and head the cross-functional reliability team

Implement and coordinate preventive programs to support a continuous reduction in the number of customer service report incidents.

QUALIFICATIONS: Bachelor's degree (Electrical/Electronic Engineering).
5-10 years experience in an engineering, quality and/or manufacturing environment in the telecommunications field.

Knowledge of electronics design principles, preferably with power conversion circuits

Experience in performing root-cause analysis at the equipment functional level

Strong oral and written skills

Proven interpersonal skills with customers

Good analysis and judgment skills

Strong leadership skills

Computer literate with NORTEL's basic software packages

If you are interested in the above position, please communicate with Benoit Hurtubise (ESN 851-4976)

Contact for these two jobs:

ATTN: Nigel Parker
 NORTEL
 North American Resourcing
 E-mail: nigel_parker@nt.com
 Fax: 613-763-3781

VACANT POSITION - NOTICE**BUSINESS UNIT:** Advanced Power Systems**POSITION TITLE:** Quality Engineer, OEM Supplier Qualification**REQUISITION #:** X 41398**DEPT NO. & NAME:** 5055 - Quality & Customer Support**LOCATION:** Lachine (Qc)**NO. OF POSITIONS:** 1**POSITION PURPOSE:** Senior Quality Engineer position for the quality evaluation and certification of strategic OEM (Outside Equipment Manufacturers) suppliers of the Advanced Power Systems (APS) line of business.**DESCRIPTION:** Perform the certification activities of new OEM suppliers

Participate actively on all R&D project teams involving OEM suppliers

Establish quality audit plans for all main OEM suppliers. This activity requires occasional travelling. This function may also require the hiring and supervision of external auditors to verify the quality system and products at the OEMs premise(s).

Work closely with the strategic procurement group to select and recommend new OEM suppliers.

Follow up on any customer complaints involving the performance of an OEM equipment

Establish a divisional strategy for the certification of OEM suppliers

QUALIFICATIONS: Bachelor's degree (Electrical/Electronic or Industrial Engineering).
5-10 years experience in a quality and engineering environment in the telecommunications field.

Knowledge of ISO 9001 standards

Experience in suppliers certification and/or audit

Strong oral and written communication skills (French and English)

Ability to work in teams and with suppliers

Good analysis and judgment skills

Computer literate with NORTEL's basic software packages

Certification the ASQC or another recognized quality organization is an asset

If you are interested in the above position, please communicate with Benoit Hurtubise (ESN 851-4976)

American Society for Quality



MONTREAL SECTION (0401)

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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 734-4324
- 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

**NEXT EXECUTIVE MEETING OF THE
ASQ MONTREAL SECTION**

MAY 20, 1998

Please feel free to join us for the next executive meeting. All are welcome. Come and see how the section works and gain points toward recertification

The meeting will be held at STCUM at 6:00 PM

Contact JP Amiel for details and directions

Phone: 280-5412

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.