

NEWSLETTER

June 1998

Volume 48, Issue 4

The objective of the Montreal Section Newsletter is to increase awareness, interest and involvement in Section activities and quality-related subjects.

A New Quality Journal is Born!

ASQ HQ - The American Society for Quality (ASQ) has announced the launch of **The Software Quality Professional**, a peer-reviewed quarterly journal. Focusing on the practical needs of professionals including engineers and managers, the periodical will provide readers with significant information that will contribute to the personal development and success in the field of software quality.

Articles from known experts in the field of software quality will provide an intersection between quality and software engineering. You won't want to miss the following planned articles :

- ◆ The Software Quality Profile;
- ◆ Software Is Different;

- ◆ More Reliable, Faster, Cheaper Testing with Software Reliability Engineering;
- ◆ Conflict Analysis and Negotiation Aids for Cost-Quality Requirements;
- ◆ Making Untestable Software More Testable;
- ◆ You Can't Measure Client/Server, We're Different – and Other Developer's Myths;
- ◆ International Trends in Software Engineering and Quality System Standards.

Reserve your copy of *The Software Quality Professional* now by calling ASQ at **1-800-248-1946**. Please mention priority code QRSQA98.

Inside this issue:

| | |
|--------------------|----|
| Editor's corner | 2 |
| News@net | 3 |
| Q-Notes | 4 |
| New members | 7 |
| Koality Kid | 10 |
| Coming events | 11 |
| Executive meetings | 12 |

Quality Engineers : California considers eliminating title registration

ASQ HQ - A bill currently making its way through the California legislature proposes to eliminate registration of quality engineers.

The bill, AB969, would amend the state's Business and Professions Code by eliminating title protection for three so-called "branch titles" (quality engineers, corrosion engineers, and safety

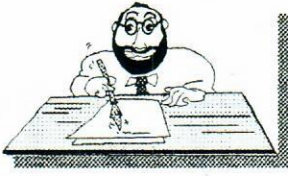
engineers) that are currently eligible for registration with the State Board of Registration for Professional Engineers and Land Surveyors.

Quality engineers who are already registered would be allowed to maintain their registered designation. In addition, those who successfully complete the

Special points of interest:

- ASQ creates a new publication
- Quality Engineer registration, a disappearing title in California
- The Section's Management Plan for 1998-99
- Montreal Section has a web page
- ISO Registration and ou
- SMP Leadership workshop

(Continued on page 2)



The editor's corner

By Jean-Pierre AMIEL,

Newsletter Editor (jpamiel@asqnet.org)

Le Roi est mort, vive le Roi !

By now, you should probably know that a new Executive steps in on July 1. This "almost new" team has invested a few evenings to develop orientations and a plan for the coming season. We will basically concentrate on two objectives. The first is getting to know you better so that we may provide the services which best meet your needs (heard this somewhere in a quality course ??). The second, and it's more of a longer term one, is to make your Section and ASQ more visible in the community.

What will it take to meet these objectives ? ***Your participation.***

There are over 540 members in this Section. We believe that we understand what members who show-up at our events think, but we don't know what the others require. As volunteers in a professional association, we meet every month to plan and manage the various activities of the Section on your behalf. But, we don't get to meet all of you (Okay, those in Vermont, New York, Maine and Ontario, your'e off the hook). But what about the others ? One of our actions will be to publish a survey in an upcoming issue of the Newsletter. PLEASE take the time to respond.

As we have lost the talent of Gillian GLOVER as Newsletter Editor, I shall be filling in for the moment. So, don't expect an editorial *AND* a word from the Chair in every issue. Charles « Chuck » ALTMAN has also moved on (to New York), so the Awards Chair is now available. Your Section Executive needs your help. The more we are the more we can realize. Please volunteer some of your time to us. Don't be shy, call.

On behalf of the present and new Executive, let me wish you, and your family, *happy summer holidays.*

Quality Engineer title registration

(Continued from page 1)
examination process prior to January 1, 1999, may also continue to use the title. ASQ's next quality engineer examination, and the only one to be held before that date, is scheduled for October 30, 1998. Those who were considering taking the exam should act now, as this may be the last opportunity.

The American Society for Quality has formally registered its opposition to AB969, which was recently referred to the

Appropriations Committee in the State Senate. This committee expects to hold hearings sometime after the end of May and will ultimately send the bill back to the Assembly for concurrence. Legislators aim to complete action on this bill before the current session of the legislature ends August 31.

Editor's note : In Quebec, only **members of the *Ordre des ingénieurs du québec*** may use the term engineer in their title.



**Read News@net
for quality subjects on the
World Wide Web.**



Catching the ASQ Net

Hi all you Internet users!

You can now access a web site specially reserved for ASQ members. So far, 17 ASQ Section 401 members have done so! The site is called **ASQNet** and it has a variety of services of interest (eg. E-mail aliases, membership registry, career services, etc.) that we'll talk about in future issues.

Interested? Here are the simple steps:

- (1) Point your Web browser to **www.asqnet.org**.

You'll be prompted for a user name and password.


- (2) Enter your membership number as your name (It's on your membership card). 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 (eg. 00001234).

- (3) Enter your enrollment date (also on your membership card) as the password. Be sure to enter the information exactly as it appears on the 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 (as necessary).


- (4) After logging in once, you'll have the option to change your user name and password.

I hope to have you on board soon. If you have any questions on logging or about ASQNet, send an e-mail to **redyer@asqnet.org**. Enjoy!! 

Performance measurement

Are you interested in performance measurement?

Here are some interesting web sites listed in *Quality Web Watch* (Quality Progress, May 1998) **www.zigonperf.com** or more particularly


www.zigonperf.com/examples.htm. 

Montreal Section Website

Well we have done it!! Catch news of your favourite Section on the world wide web. Go to **www.asqnet.org/display_web.cgi?401**.

On this site, we will be giving you news of upcoming Section events and links to other

interesting sites on the Internet. We are looking forward to your comments, suggestions and any links that

you may want to share with other members. 

ISO-info on the web

If you're looking for answers on anything to do with ISO and ISO-9000, visit the « ISO Easy » site at **www.exit109.com/~leebee**. They appear to have a lot of the answers. What they don't know, they probably have a link for it to another web page.



**This space could be
yours !!
See Page 5**



Documenting your QA system


Documenting your quality system may be as simple as plugging-in a diskette or CD-ROM. Some companies market **generic** Quality Assurance Manuals which provide what they consider to be an excellent starting point for documenting a system.

Generic texts provide a starting point for documenting your quality system.

Typically, you fill-in your company name and other relative information in models of the documents on the diskettes which are available in various popular word-processing formats. You can see the advertisements from various suppliers in *Quality Progress* magazine.

Still others provide **customized** Quality Assurance Manuals. This customization takes more time and although it is designed to reduce the amount of time required for correcting, verifying, modifying and enhancing the Quality Assurance Manual, it costs more to produce.

The process involves filling the customer a questionnaire which help determine variables. The client

answers the questions to the best of their ability and returns the questionnaire which is input into a computerized system. The answers to this questionnaire will determine the outcome of the customized manual. A hard and a disk copy is produced and shipped to the client. 

Quality in your pocket

The Memory Jogger, by **GOAL/QPC**, is "A Pocket Guide of Tools for Continuous Improvement".



Although 88 pages long and only 3-1/2" x 5", this booklet contains a lot of information on various issues such as Problem

solving techniques (including 10 quality tools), Statistical process control, a Glossary of various terms, and a reference library on various materials.

It's produced by a non-profit organization that strives to help companies improve their quality, productivity and competitiveness

and is exceptionally useful.

It is available in Montreal for \$6.95 at the **Librairie Ulysse**, 4176 Saint-Denis (514) 843-9447. It can also be purchased directly from **GOAL / QPC** at (508) 685-3900, FAX: (508) 685-6151.



"Hacia una calidad sin fronteras"

Towards unbounded quality. That's the theme for the **First North American Congress** and Québec's quality month launching to be held in Montreal during the week of September 28, 1998.

Key-note speakers include **Philip CROSBY**, President of Philip Crosby Associates, **Blanton GODFREY**, President of the Juran Institute and **Jeffrey SACHS**, Director of the Harvard Institute for International development.

It is expected that this conference will attract thousands of quality practitioners from all three North-American countries (Canada, the US and Mexico). The five day program includes industrial and institutional visits, an exhibition, the keynote

speaker addresses, other presentations, workshops and conferences, and of course, the kickoff to Québec's quality month.

It is being organized by the Mouvement Québécois de la qualité, The Càmara de Comercio México-Canada (Mexico-Canada Chamber of Commerce), the Ministère de l'Industrie, du Commerce, de la Science et de la Technologie (Québec) and various other sponsors.

Non-MMQ member registration cost is \$1,023.72 before 15 June 1998.

You may obtain more information on this major local event at (514) 270-4030 or 1-800-821-4030, e-mail cdd@mblink.net or at www.qualite.qc.ca.



ISO Registration - A saga or a windfall ?

by JP Amiel, Montreal Section Chairman

As you may have noticed (unless you've been the MIR space station repairman all this time), the ISO phenomenon has really taken off in the region. Canadian registrations have shot up from less than 50 in 1990 to almost 5,000 by the end of 1997. There were, at that time, more than 200,000 in the world and still proliferating.

Compiling the exact numbers is a daunting task as each company "registers" with a Registrar and obtaining *one* list is considered challenging, and entails certain costs. (See www.qualite.org.)

Can we consider ISO registration really such a good thing? Are there sound reasons for doing it? What does it really take?

Although not the definitive source

nor the convert on this subject, we can still explore a number of these paths together.

To that end, I will share with you, in the coming editions, a number of articles on these subjects. They were obtained from various sources such as the National Quality Institute, the Standards



In Canada, ISO registrations have gone from 50 in 1990, to **5,000** in the fall of 1997. In Quebec it went from 435 in 1996 to **1,420** in 1997.

Council of Canada, Fast Response Corporate Consultants, ISO Easy, Quality.org and of course ASQ. *These do not constitute sponsorship of the companies nor their products.*

The first installment begins by requesting your thoughts on the subject. Please fill-out the questionnaire on the next page. It will be tallied and the results

published in a future Newsletter.

Part 1 of the series, will describe what ISO is and the registration process.

In Part 2 we will look at some of the things to consider in implementing an ISO quality system.

Part 3 will show "success" stories of small companies who are true converts, while in Part 4 we will look at the registration

process of the Registrars -- those who register you.

All in all, this should help explain (if not answer) a great number of questions on the ISO matter and I hope that you will enjoy reading these articles.

Comments or participation ?

Contact me at (514) 280-5412 or jpamiel@asqnet.org.

Newsletter advertising rates July 1998 – June 1999

| Ad size (8 1/2 « x 11 » page) | ASQ Member | Non-Member |
|-------------------------------|------------|------------|
| 1/6 page | \$ 55 | \$ 75 |
| 1/4 page | \$ 75 | \$ 100 |
| 1/2 page | \$ 135 | \$ 165 |
| 3/4 page | \$ 175 | \$ 210 |
| 1 page | \$ 200 | \$ 240 |
| 2 pages | \$ 330 | \$ 380 |

Rates apply for placing an ad in one Newsletter issue only. Discounted rates are available for the same ad in multiple issues. Companies with an ASQ membership may advertise employment opportunities in quality related fields for no charge. Contact **Gerry YEDYNAK**, Treasurer at (514) 457-2150 or e-mail at gyedynak@asqnet.org.

SURVEY QUESTIONNAIRE

ISO-9000 Implementation and Its Effects on Your Organization

What has implementing an "ISO" program done for **your organization or for you** ? We are interested in your opinion on the subject. Aren't you ? We will publish the results in an upcoming Newsletter.

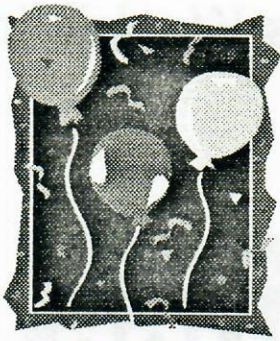
Please circle your evaluation

1. Where is your organization on its total quality journey?
 (0=not started 10=world class) 0 1 2 3 4 5 6 7 8 9 10
2. Where is your organization in ISO-9000 implementation?
 (0=not started 1-9 extent of implementation activity 10=completed) 0 1 2 3 4 5 6 7 8 9 10
3. Will/has your organization register(ed) to ISO-9000?
 (0=no plans 1-9 extent of registration activity 10=registered) 0 1 2 3 4 5 6 7 8 9 10
4. Are you considering other "quality improvement" systems ?
 (0=no plans 10=yes) 0 1 2 3 4 5 6 7 8 9 10
4. a) What other system are you considering ?

5. Has your ISO-9000 activity improved internal operations?
 (0=no data 1=no perceived improvement 10=great improvement) 0 1 2 3 4 5 6 7 8 9 10
6. Has your ISO-9000 activity **improved** your customer relations?
 (0=no data 1=no perceived improvement 10=great improvement) 0 1 2 3 4 5 6 7 8 9 10
7. Has your ISO-9000 activity **damaged** your customer relations?
 (0=no data 1=no perceived damage 10=great damage) 0 1 2 3 4 5 6 7 8 9 10
8. Has your ISO-9000 registration or implementation improved your market position?
 (0=no data 1=no perceived improvement 10=great improvement) 0 1 2 3 4 5 6 7 8 9 10
9. Has your ISO-9000 activity justified its costs?
 (0=no data 1=not close 10=repaid many times) 0 1 2 3 4 5 6 7 8 9 10
10. Has ISO-9000 had a positive or negative impact on your continuous improvement activity?
 (0=no data 1=very negative 10=extremely positive) 0 1 2 3 4 5 6 7 8 9 10
11. Your Organization : a) Manufacturing b) Service c) Health
 d) Education e) Consulting f) Other : _____
12. Number of Employees : a) less than 10 b) 10 to 100 c) 101 to 500
 d) 501 to 1000 e) more than 1000
13. What do you call yourself? a) Manager b) Facilitator c) Champion
 d) Leader e) Coach f) Mentor
 g) Other : _____

The survey questions were adapted from a survey questionnaire in *The Total Quality Review* (Nov. / Dec. 1995).

Please return the survey questionnaire to JP AMIEL FAX : 280-6004.
Thank-you for your participation.



Welcome to our new members !!

Federico Alfaro
Quality Manager,
Main Knitting Inc
Montreal

Victor Apostolescu
Q.A. Manager, Velan Inc.
Montreal

Nicanor Bacolod
QC Inspector,
ILCO Unican Inc.
Montreal

Daniel Baudet
Bombardier Inc.
Valcourt

Isabelle Cantin
Quality System Coordinator,
Nordx/CDT
Lachine

Peter Connoly
Montreal

Helen Daska
Saint Laurent

Karen DeRoche
Documentalist, Cryocath
Technologies Inc.
Saint Laurent

Jean-Pierre Desmarais
Director Quality,
Cryocath Technologies Inc.
Brossard

Francis DeSouza
Quebec

Micheal Dogniaux
Caradon Indalex
Saint Laurent

Martin Dufour
General Manager,
Exact GTQ Inc.
Saint Leonard

Aliaa Ezzeldin Elarnaate
Quality Engineer,
Allied Signal Aerospace
Dollard des Ormeaux

Henri Faure
Air-Liquide Canada Inc
Montreal

Frank Filleti
Mount Royal

Tanima Ghosh
Primetech Electronics
Lasalle

Robert Gill
Oerlikon Aerospace Inc.
Montreal

Michelle Hall
Director Quality,
La Corporation Corbec
Dorval

Glenn Ikin
Kraft Canada Inc
Buckingham

Serge Lamarre
Laval

Josée Leblanc
Montreal

Bernard Lepage
Montreal

Edward Lewis
The Seagram Company Ltd
Baie d'Urfe

Pierre Limousin
ILCO Inican Inc
Loretteville

Pierre Marquis
SCI Systems Canada Inc.
Downsview

Pierre Morin
Q.C. Manager,
Albright & Wilson
Ile Bizard

Henry Munz
Montreal

Ka Wan Ng
Montreal

Theodore Nkonsissie
Pointe Claire

Marc O'Brien
Technical Leader,
MEI Group
Kirkland

Eric O'Gilvie
Anjou

Ching-How Ong
Montreal

Lina Palmaccio
President, Quantrol
Standards Inc.
Dollard des Ormeaux

Martin Pelissier
ILCO Unican, EAC Div.
Pierrefonds

Aline Plourde
ILCO Unican Inc
Montreal

Christian Popovschi
Saint Laurent

Suzy Racine
Merck Frosst Canada Inc
Montreal

Anil Reddy
Saint Laurent

André Ricard
Procurement Team Leader,
Allied Signal Aerospace
Beaconsfield

John Robinson
Quality Manager,
Lucas Aerospace
Pointe Claire

Michael Ryan Cohen
Knitting Manager,
Sara-Lee Hosiery
Montreal

Mahesh Shah
Saint-Hubert

Basile Simopoulos
Sainte Monique

David Smith
Anamex Inc
Montreal

Claude Steben
Montreal

Michelle Th  berge
Abott Laboratories
Mooers

Pierre Tremblay
Site MQA Coordinator,
Allied-Signal Canada
Boucherville

Mark Trevor
Saturn Solutions Inc
St Jean sur Richelieu

Congratulations to Emilio FALQUERO who has been appointed Deputy Regional Director. He will be representing ASQ Eastern Region on behalf of Robert (Bob) FISHER, the Regional Director. We look forward to seeing him at our meetings and events. Were also named « deputies » Ken SADLER and Barry COLBY.

Join the Ranks of over 19,000 Companies Worldwide

UPCOMING TRAINING COURSES



ISO 9000

ISO 9000 Lead Auditor
\$1595

July 6th - 10th (French - Montreal)
August 24 - 28 (French - Montreal)
September 21 - 25 (English - Montreal)
October 19 - 23 (French - Montreal)

ISO 9000 Internal Auditor
\$795

June 11th - 12th (French - Montreal)
June 25th - 26th (English - Ottawa)
August 10th - 11th (French - Montreal)
September 10th - 11th (English - Ottawa)
September 14th - 15th (English - Montreal)
October 13th - 14th (French - Montreal)

Quality Systems Documentation
\$295

September 2nd (Mississauga)

ISO 9000 for the Service Sector
\$795

October 13th - 14th (Mississauga)

ISO 9000 Awareness
\$295

September 3rd (Mississauga)

ISO 14001

ISO 14001 Lead Auditor
\$1795

June 22nd - 26th (Calgary)
July 20th - 24th (Montreal)
September 28th - 2nd October (Ottawa)

ISO 14001 Internal Auditor
\$795

June 17th - 18th (French - Montreal)
Sept. 17th - 18th (French - Montreal)
October 5 - 6 (English - Montreal)
October 15 - 16 (French - Montreal)
November 17 - 17 (French - Montreal)

ISO 9000 / 14001 Integration
\$795

September 10th - 11th (Mississauga)

ISO 14001 Advanced Auditors
Workshop \$1195

August 22th - 13th (Toronto)

ISO 14001 Environmental Aspects
Workshop \$295

July 14th (Mississauga)
Septembre 4th (Mississauga)

ISO 13485/EN 46000

Technical Documentation & Quality Systems to EN 46000 \$ 1,485

September 21st - 23rd (Mississauga)

HACCP
\$895

September 1 - 4 (English - Montreal)

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The Section Management Program

by JP AMIEL, Chairman, Montreal Section
and Robert FAIRBAIRN, Past Chairman and SMP Chair

If you have recently joined the Montreal Section you may have wondered how we operate. As a current member you may have read that your Section participates in the "SMP" and that we have been a winner over the years. In either case, you may not be familiar with your Section's operations and interfaces with ASQ in Milwaukee, so here is a brief introduction.

Like most large organizations,

ASQ ensures proper direction and continuity by developing a Mission, a Vision plan, Annual objectives and Action plans to accomplish them. These are then "deployed" to the more than 250 local sections for consideration in their own strategic planning.

This process is called the **Section Management Program (SMP)**, and it was developed to assist local Sections in planning and implementing services and

programs that will meet *your* needs (members). The SMP also provides for a timely collection of measures to ensure that the Sections are meeting their own objectives.

The following table summarizes the ten-step approach of the Program. We have already begun the process for the coming fiscal year. You will read about it in future Newsletters. △

Montreal Section - 1998-1999 Section Management Program (SMP)

| Step | Description | Target | SMP Level | Status |
|-------|---|----------|----------------------|--------|
| 1. | Develop or evaluate the Section's mission statement. | -- | | ✓ |
| 2. | Elect officers and appoint committee chairs. | Feb. 98 | | ✓ |
| 3. | Schedule Executive Committee meetings. | -- | | ✓ |
| 4. | <ul style="list-style-type: none"> Schedule training for Section leaders. Submit to Headquarters and Regional Director | March 98 | Commitment Level | ✓ |
| 5. | Collect Section environmental data. | -- | | ✓ |
| 6. | <ul style="list-style-type: none"> Identify objectives, strategies and prepare the plan. Submit to Headquarters and Regional Director | July 98 | Implementation Level | ✓ |
| 7. | Carry out the plan. | 1998-99 | | |
| 8. | Complete measurements and evaluate the plan. | 1998-99 | | |
| 9. | <ul style="list-style-type: none"> Compile report and submit results to Headquarters. Submit to Headquarters and Regional Director | July 99 | Total Quality Level | |
| 10. | Compile Section membership satisfaction survey. | -- | | |
| 1 - 4 | Repeat steps to prepare SMP (Cycle two) | March 99 | Commitment Level | |

I Want the Window Seat !!

And so, we three — Robert FAIRBAIRN (SMP Chair), Keith FORCIER (Secretary) and yours truly — were off to Toronto recently to attend ASQ's one-day Leadership Workshop. Quite an event.

It gave us a chance to meet the leaders from various ASQ Sections in Canada and in the USA. Secondly, we met ASQ President **Steve BAILEY** and other ASQ staffers with whom we exchange e-mail or phone-calls during the year. Of course, we also had the chance to meet our Regional Director, **Bob FISHER**.

by JP AMIEL, Chairman, Montreal Section

But mainly, we got to learn and exchange with others on various projects such as the ASQ six-year plan (more in future Newsletters), the Koality Kid Program, Leadership Roles of the Executive, the new SMP, Ethics and legal issues, Electronic information and of course Internet presence.

We picked-up some good ideas, exchanged some of our own, learned about ASQ and how to better serve *you*, and even made some friends. △



by Raymond E. Dyer,
Koalaty Kid Chair

In Newsletters to come, I will be telling you about the **Koalaty Kid Program** and the progress being made by Allion Elementary School, in Lasalle, Quebec. Allion School is currently sponsored by our section and has been involved with this program since 1989. In this first segment, I will start by describing what the Koalaty Kid Program is.

Koalaty Kid is a system for continuous improvement in a "can-do" atmosphere. This student-centered approach aims at creating a school environment where all students sustain enthusiasm for learning, behave responsibly, feel proud of themselves and their achievements, and strive to meet high standards.

To achieve these ends, Koalaty Kid (**KK**) embraces both the spirit and the substance of total quality, a systematic approach to continuous improvement. School teams apply the principles and tools of quality to make the changes they deem important. At the same time, KK emphasizes a positive school environment. Establishment of high standards, delight in successes, recognition for accomplishments, and excitement about challenges are common practice.

Using this approach, teams begin by identifying

targets for improvement. Then they work toward achieving these by establishing standards of excellence, communicating clear expectations, involving all stakeholders (everyone who has an interest in the process or the outcome), managing by processes, measuring progress, and recognizing and rewarding success. By applying this system to well-chosen areas, schools can create an environment where students maintain excitement about learning, behave responsibly, feel proud of their accomplishments, and form a habit of excellence.

In such a setting, students thrive. Equally as important, they learn how to work with others toward mutual goals. The other real benefit is that they also learn how to apply the principles, techniques, and tools of total quality—all skills that will have immeasurable value later in life and work experiences.

Schools use the KK approach as a framework for their own objectives. Measurable improvements in reading, writing, math, homework, attendance, and behavior are among Koalaty Kid schools' many success stories.

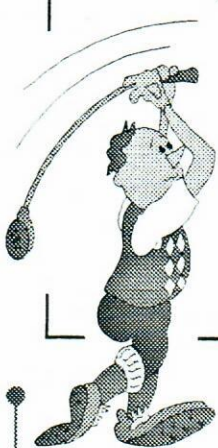
For more information, visit the ASQ web site at <http://koalatykid.asq.org/>. ■



The *Section Québécoise* of the ASQ is holding its **annual golf tournament** this coming **July 8th, 1998**.

You are invited to participate in this annual challenge !!

For information and reservations contact **Jean-Claude DENIS**, Section Chairman at (514) 679-2808 or Fax at (514) 677-3669.



Here are the tentative deadlines for the upcoming Newsletters. Contact **JP AMIEL** at (514) 280-5412 or jpamiel@asqnet.org.

| Issue | Deadline Date |
|-----------|---------------|
| September | July 22 |
| October | October 9 |
| November | November 6 |
| December | December 11 |
| January | January 8 |
| February | February 3 |
| March | March 3 |
| April | April 9 |
| May | May 5 |
| June | June 18 |

ASQ Offers Training with Six Sigma Academy

ASQ HQ - Six Sigma Academy *Six Sigma Breakthrough Strategy*sm training is being offered to small and midsize companies for the first time through a new joint venture of the American Society for Quality (ASQ) and the Six Sigma Academy (SSA). *Six Sigma Breakthrough Strategy* training has been implemented by major corporations to deliver bottom line financial

Black Belt candidates work on projects that produce bottom line improvements of at least \$150,000

results, reduce defects, cut manufacturing costs, increase productivity, and enhance customer satisfaction. ASQ's individualized programs put the benefits of this training within reach of smaller organizations.

The new ASQ *Six Sigma Breakthrough Strategy* training program enhances the existing line of public and in-house training and seminars on quality-related topics. This venture enables the SSA to serve a broader market of organizations and individuals seeking *Six Sigma Breakthrough Strategy* training for *Black Belts*sm and *Master Black Belts*sm.

"Six Sigma performance can move 10% of corporate revenue to the bottom line while simultaneously improving customer satisfaction," Steve Bailey, ASQ president, said. "Six Sigma Breakthrough Strategy

training is a powerful tool recognized by Wall Street and by major corporations in the United States and worldwide."

Six Sigma Black Belt candidates undergo four weeks of intensive training over a four-month period, alternating a week of training with three weeks on the job applying the tools to their projects. As part of the training, candidates are expected to work on a specific on-the-job project that produces a bottom-line improvement of at least \$150,000. **Master Black Belts** are trained to serve as internal trainers and experts.

Organizations that have implemented this training include General Electric, Allied Signal, Bombardier, Lockheed Martin, Polaroid, and Sony. The financial community has reacted enthusiastically to the bottom-line results realized by these corporations.

The first classes begin in early June 1998, in Scottsdale, Arizona. They will be offered to individuals and through corporate licensing programs for companies of all sizes.

Six Sigma Academy, d/b/a Sigma Consultants, PLC, based in Scottsdale, Arizona, developed the Six Sigma Breakthrough Strategy and is the leading supplier of Six Sigma Breakthrough Strategy training.

***This space
could be
yours !!
See Page 5
for
advertising
rates***

Here is the preliminary list of upcoming events. **Bernard DOIRON** at (514) 653-4879 will be glad to answer questions and take your recommendations. Watch the Newsletter for more details in the coming months.

| Month | Event |
|-----------|--|
| September | <ul style="list-style-type: none"> • Quality in municipalities and School boards • 1st North American Quality Congress |
| October | Round table - Experiences in quality fields |
| November | The QualiMetre |
| January | Sampling Plans |
| February | Annual General Assembly |
| March | Modern Quality Tools |
| April | Training Experiences |
| May | Meet the Members |

The Montreal Section Newsletter is prepared by its members and published 10 times a year for members and friends.

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QMI

The American Society for Quality (ASQ) is a not for profit Society incorporated in 1946 as the American Society for Quality Control. In 1997, the Society changed its name to the American Society for Quality (ASQ) to better reflect its mission "...*(to) advance individual and organizational performance excellence worldwide by providing opportunities for learning, quality improvement, and knowledge exchange.*"

It is a society of individual and organizational members dedicated to the ongoing development, advancement, and promotion of Quality concepts, principles, and techniques. With a network of over 140,000 members in 64 countries, it's initiatives focus on

ASQ Your Quality Source

enhancing the quality profession and on quality's role in the marketplace. Leading people with a commitment to quality into action is ASQ's mandate, stemming from the belief that the best way to improve quality is by helping people improve themselves.

The **Montreal Section**, was accepted as the 43rd Section of the American Society for Quality in 1950 and was designated as **Section 0401**.

Its mission is " *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.* "

Executive Committee meetings 1998-99

| Date | Meeting Type |
|--------------|---------------------|
| 18 August | Executive |
| 15 September | Executive |
| 20 October | Executive |
| 17 November | Executive |
| 15 December | Executive |
| 19 January | Executive |
| 10 February | General Assembly |
| 16 March | Executive Training |
| 20 April | Planning / Training |
| 18 May | Executive |
| 15 June | Executive |

If you wish to attend, contact **Keith FORCIER** at (514) 434-0216

We're on the web !!
www.asqnet.org/display_web.cgi?401