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

Quality Round Table Experiences

For QUALITY MONTH, your Section has organized a round table exchange on the subject of **QUALITY**.

This will be an opportunity for everyone to talk about their experiences (read successes and other worthwhile learning). This is an event where you can discuss freely the subjects that are important to you.

Please note the change of location…...

Date :   **Wednesday, October 28th, 1998**

Where :   The Buffet Crystal
5285 Henri-Bourassa West
St-Laurent, Qc

Agenda :
- 17:30 - 18:15 PM   Social Hour and Registration
- 18:15 - 19:00 PM   Dinner
- 19.00 - 20:30 PM   Forum Discussions
- 20:30 – 21:00 PM   Comments and Summary
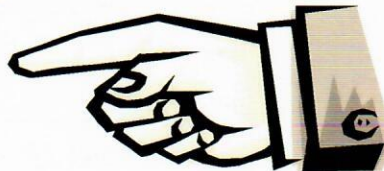
Cost :   25$ members, $30 non-members

If you can't join us for dinner. You can join us for coffee after 19:00 PM. The coffee and the participation are free.

We look forward to seeing you there ! !

For reservations or information call **Bernard Doiron** by **October 23rd** at (450) 653-4879 or fax to (450) 653-5585.

Special points of interest:
- Round Table Discussion in October
- ASQ's Top 10 Quality Month Events
- A Customer or a Client ?
- ISO-9000 Saga — Part 2
- The QualiMètre in November
- Certification Refresher Courses
- ISO-9000-The Millenium Issue
- Career Opportunities

The editor's corner

By Jean-Pierre AMIEL,
Newsletter Editor (jpamiel@asqnet.org)

National Quality Month, ISO-2000 and Beyond

We've only just begun a new season and already the wonders of *Y2K*[*] have reached us. ASQ headquarters has made available the year 2000 Committee Drafts editions of ISO/CD 9000, ISO/CD 9001 and ISO/CD 9004. And, they want your comments…..

Based on our own survey responses (see the series on ISO-9000 in the Newsletter), my understanding is that a lot of companies are finding it hard to believe in these programs. An article published in Ward's Auto World (July 98) shows that there is just as much disbelief in the automaker's QS-9000 programs. Although 45% of suppliers felt they had improved product quality, only 35% of automakers found that was true and 36% were not sure. For QS-9000 certified suppliers, 36% of the automakers felt suppliers were meeting quality targets but 46% were not sure. *Another fad ?*

Why don't you come and present your point of view or experiences in quality and quality programs at this month's Round Table — our planned October event.

Note that we chose to place this month's event a the end of October. After all, it's **Quality Month** and we wanted to give everyone a chance to develop their own activity. It was declared so by an act of the US Congress in 1979 and in Quebec in 1986. What it means is that you could plan activities to publicize life in your quality-oriented organization. Read about ASQ's suggested events, one of them may be just right for your company profile or budget.

As for your Section, well, we are moving ahead per the action plan we presented to you last month. That plan hinges a lot on your participation so read about it in the Newsletter and come out participating, we look forward to seeing you this year at our many events. Q

---

* Computerese for the « *Year 2000 Bug* », commonly associated with the end of the computer age as we know it.

● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●

A client or customer ?

By Keith Forcier, Secretary, ASQ Montreal section

As I was on my way to the "library", after my usual three cups of morning coffee, a colleague of mine asked me what I thought at the time was a strange question. "Keith", he said, "what's the difference between a client and a customer?"

My immediate reaction was to answer that there is no difference, but I stopped myself short, and said "Let me get back to you on this." As I pondered the question and flashed various idioms of quality messages through my cerebral cells, I came to the conclusion there *is* a difference.

Customers, in my opinion are those individuals or organizations that are in contact with you for the first time. This is usually a "cold call" done by a sales force or someone making a first visit to a restaurant. The customer is there to try out what you have to offer. So, first impressions are important. Their expectations are high and they need to be satisfied. The importance of satisfying these expectations does not need to be explained at great lengths, only just by saying they are the seeds of potential growth to you and your organization. Once this seed is planted you have begun to *cultivate* "**clients**."

The client is now beginning to grow and needs to be maintained by constant contact and satisfaction in order to develop solid roots. This is achieved, of course, by listening to the client, offering solutions to their problems and at the same time knowing when to leave breathing space for the client to grow with you. A client, just like a tree, needs just enough water and sunlight to survive, too much or too little as you know can cause sometimes irreparable damage. Clients believe in you and your organization and once established firmly, the client tree will eventually borne customer seeds.

Simply put: You start with customers to grow clients.

PS Yes, I did answer my colleague. He found my answer satisfactory and will most probably seek other answers to questions of this "*nature*." Q

The QualiMètre

Using the Malcolm Balridge Award Criteria to perform Quality improvement in an organization can be tedious.

What if you could use a tool based on the same categories and approach yet simpler and flexible enough to encourage top management use ?

Here is an opportunity to learn more about this product developed in Québec. This is an event that you won't want to miss.

Date :   **Wednesday, November 11th, 1998**
Speaker : **Mr Jean-Guy Legendre,**
            Mouvement québecois de la qualité

Where :   The Dorval Airport Hilton
            Dorval, Qc

Agenda :
- 17:30 - 18:15 PM   Social Hour and Registration
- 18:15 - 19:00 PM   Dinner
- 19.00 - 20:30 PM   The QualiMètre

Cost :   25$ members, $30 non-members

If you can't join us for dinner. You can join us for coffee after 19:00 PM. The coffee and the participation are free.

We look forward to seeing you there !!.

For reservations or information :

call **Bernard Doiron** by **November 5th**
at (450) 653-4879 or fax to (450) 653-5585.

Space for rent

Thanks to our sustaining members :	
Bauer Inc.	Hydro-Québec
Bombardier Aerospace	LaSalle College-Industries
Concordia University EDP	Oerlikon Aerospace Inc
CWC Inc: Quality Communication	Royal Bank Financial Group
Dept of National Defense	TQMS Montreal Inc

ASQ– HQ. Through the years, enthusiasts have been sending in descriptions of their Quality events to share with others. We encourage you to borrow from the following ideas and adapt them to your environment. To share your event idea with others, please submit them to: ASQ, Public Relations, 611 E. Wisconsin Ave., Milwaukee, WI, 53202 or e-mail to **lkaluzny@asq.org**.

1. *Create Your Quality Theme*

Develop a theme that relates to quality goals specific to your organization, ASQ Section, or community. You could even sponsor a Theme contest amongst employees, and recognize the contest winner in your company newsletter.

2. *Sponsor a Quality Essay Contest*

To enlighten employees, as well as future leaders, sponsor an essay contest at a local high school. Some themes could be, "The Importance of Quality in the Next Millennium," or "Quality in Our Daily Lives." To kick-off the contest, employees could speak to the students about quality and its impact on the world today. Specify the parameters of the essay, including number of words and entry dates. Awards could be $50, $100, or $500 bonds, and winning essays could be published in your company's newsletter.

3. *Quality Messages Everywhere*

Include references to quality on all your organization's correspondence. For example, include a quality message on all invoices that says, "October is Quality Month," or "During Quality Month, we thank you for choosing us. We know customers recognize that quality companies provide the best value and service. At [organization name], our commitment to quality is most important."

Include quality updates in your organization's newsletter or intranet throughout October. Include actual examples where a commitment to quality helped the organization's bottom line. Print a quality message on paychecks, on postage meter, and on your product's labels.

Record a message on your voicemail or answering machine wishing callers a happy Quality Month or on your e-mail "signature" add a line that says, "October is Quality Month."

4. *Create a Quality Initiative Award*

Host a special employee event to present a Quality Initiative Award recognizing individuals and teams who develop specific improvements. Have the winners present their improvement project at a special luncheon or dinner.

5. *Produce a Quality Calendar*

Create a calendar for October titled "*31 Days of Quality*," which has a message or clever illustration for each day to remind employees of the quality tools used to achieve excellence.

6. *Host Quality Luncheons*

Offer weekly presentations or roundtable discussions for the employees in the cafeteria. Speakers could include in-house experts or from within the quality industry

7. *Announce Quality by the Week*

Focus on different aspects of quality during each week of October. Begin with Appreciation Week, to recognize contributions of all those who help you day to day. Host a Customer Service Quality Week for those who are on the front lines of customer service. During Communication Quality Week encourage departments to create exhibits that highlight how the sharing of information and communication ensure the highest level of quality throughout the organization.

8. *E-mail Quality Ideas Every Day*

Send out daily e-mail messages that briefly highlight your organization's quality goals, a quality tip, or brief stories on how employees have shown quality and process improvement to all employees.

9. *Prepare a Quality Declaration*

Create a "Declaration of Quality Dependence" and have participating employees sign it as an affirmation of their commitment to the quality improvement process. Display it in a prominent location.

10. *Sponsor a Quality Expo*

With area businesses and organizations, including your local ASQ section and chamber of commerce, sponsor a Quality Expo for your community. Host a breakfast or luncheon with a keynote speaker for the kick-off and to facilitate networking.

Offer a variety of presentations, or exhibits, including professional assistance for quality improvement training, education, and application. Q

News@net

By Raymond E. DYER, Internet liaison

redyer@asqnet.org

The listing of websites in this column does not constitute an endorsement of products or services.

Catching quality on the Net

ASQ has seriously rearranged their Internet Server and have changed several web addresses, especially those involving the ASQ Net. As can be expected, this will give rise to numerous confusing messages where old bookmarks will indicate « Not Found - The requested object does not exist on this server. The link you followed is either outdated, inaccurate, or the server has been instructed not to let you have it. »

The new ASQ Net web site looks great if you have a more recent version of Microsoft Internet Explorer, however, it leaves much to be desired if you're using an older version of Netscape. Also, the new features available for Section Internet Liaisons looks neat but so far appears less flexible than the previous version. All this to say that we have work ahead of us if we're going to make your lives easier in accessing information about your section via the Internet. In the meanwhile, here are a couple of website addresses to keep in mind.

For general ASQ information, visit **www.asq.org** and **www.asqnet.org**. For Section information, start with our own address at **www.internauts.ca/~redyer/asq401.html**. In the near future, we plan to use a much simpler web address to act as launching point to our section's various sources of information.

If you have any questions on logging or about ASQNet, send me an e-mail at **redyer@asqnet.org**.

Coming Events

By Bernard DOIRON, Programs Chair

Here is the list of planned upcoming events for the Section. **Bernard DOIRON** at (514) 653-4879 or fax (450) 653-5585 will be glad to answer questions and take your recommendations. Watch the Newsletter for more details in the coming months. Q

Date	Type of event	Activity Title	Activity Description
28 October	Sharing	Round Table Experiences in Various Quality Fields	No special guest. Members are invited to talk about their own experience in different positions and fields of quality, their successes and failures in an open forum.
11 November	Training	Quali*metre*	Mr. Jean-Guy Legendre of the Mouvement Québecois de la Qualité will present the Quali*metre* program.
13 January	Training	Sampling Plans	
10 February	Assembly	General Assembly	The Section's annual report and election of new Executive
10 March	Training	Modern Quality Tools	David Tozer will once again surprise us with some on-hand exercises.
14 April	Sharing	Training Experiences	
12 May	Sharing	Old Members and New Members Night	An opportunity to exchange views with members. As this even was a success last year, the executive wants to make this a yearly event.
JUNE, JULY, AUGUST			NO ACTIVITIES PLANNED

Quality Notes

By Jean-Pierre AMIEL, Newsletter Editor

SMP Level News

The Montreal Section has achieved the **Commitment** and **Implementation Levels** of the Section Management Program. In a letter addressed to the Montreal Section Chairman, **Robert FISHER**, Canadian Regional Director offered his congratulations and commended the Executive for its preparation of a management plan aligned on ASQ's Strategic Plan (See the September Newsletter) and wished them good luck in achieving its goals.

Recognition was also advertised in the latest edition of ASQ's *OnQ* journal. Q

Quality in Municipalities

A small but content group of present and future quality practicionners attended the September event. We discovered that ISO-9001 *CAN* be successfully implemented in a small city on the outskirts of Quebec city (A world first!). Mr Doré, the Quality coordinnator travels all over the world to talk about that success and we were fortunate to have him explain it.

Our second guest, Mr Chénard explained how they set up their quality system in the Training department of his School board. Q

China-US Conference

ASQ president **Steven Bailey** will be the keynote speaker at the first China-US Conference on *Quality Strategies for the New Millenium*. This conference will be held in November in Beijing, China in association with the China Quality Control Association.

A number of ASQ division chairs will be in attendance. The four day conference also includes a number of excursions, city tours and pre and post visits of the Chinese countryside. This should be quite an event for globe-trotting quality professionnals. I believe chopsticks are furnished. Information is available at Global Interactions Inc (602) 906-8886 or **www-goodnet.com/~global**. Q

ASQ Certification Refresher Courses

The Montreal Section will be offering various refresher courses as preparation for ASQ's certification exams. If you are interested or would like more information, see the advertisement in this month's Newsletter. Q

ISO-9002 in the Military

The **25 CFSD** recently received its ISO-9002 Certification from SGS Certification Services. This Department of National Defense Warehousing and Distribution Centre, based in the east end of Montreal, is proud to be the **first** Canadian Forces logistics unit to receive the certificate. It provided an important logistic support during January's infamous ice storm. Q

Ca- nada Quality Month

Innovation starts with I
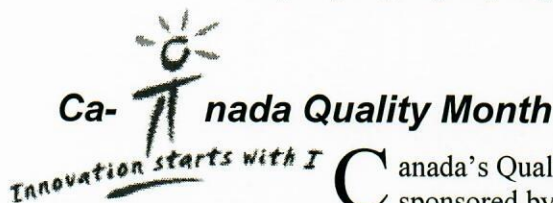
Canada's Quality Month is sponsored by AT&T Canada because of its strong commitment to quality. This year, 1998, they are working with the National Quality Institute (NQI) to promote awareness, education and adoption of quality principles and practices. The same principles and practices they support every day.

The quality campaign theme - "Initiate, Innovate, Improve" - emphasizes the contribution of each individual in promoting creative and innovative solutions to attain best-in-class results.

In only two years, AT&T Canada has turned around and made it the thriving organization that it is today.

As we approach the turn of the century, we can all look back with pride and accomplishment at the incredible innovations in telecommunications of the twentieth century, and beyond, to the possibilities of the next century. And, behind each and every innovation is a creative *individual*, committed to quality. Q

ISO Registration a Saga or a Windfall

Part 2 - I Want an ISO 9000 System !
by JP Amiel, Montreal Section Chairman

This is the second part of a series of articles on ISO quality assurance programs. The first dealt with ISO and the quality standards. In this chapter we answer typical questions on the subject as edited from articles prepared by Fast Response Corporate Consultants (*www.fastresponse.com*), the National Quality Institue (*www.nqi.ca*) and of course ISO documents *www.iso.ch/welcome.html*. *This is not a sponsorship of the companies nor their products.*

Q What is Quality?

Before developing a *quality assurance* program it is best to understand what is meant by *quality*.

The National Quality Institute (NQI) suggests that *quality* is in the eye of the beholder — All recognize it when they see it — It is when your car or computer works flawlessly first time, every time or when your order arrives complete and on time. It is when, on the odd occasion when something goes wrong, it is corrected efficiently and with a smile. *Quality* is when you are so satisfied with a product or service that you go out of your way to recommend it to other people.

This also has a lot to do with «freedom». Working in an environment of rework, hassles and counting waste is not productive or enjoyable for anyone. *Quality improvement* initiatives help create a great environment for people to work in, to bring fun back into work, and the freedom from rework and hassle on the job. For a business, a public service institution or a country, this improves productivity, helps us be more competitive, improves our chances for success and creates more jobs. Organizations want to provide their customers with quality, they need a compass to help them find their way.

In ISO-8402, the technical experts define *quality* as the "*.. totality* of characteristics of an entity that bear on its ability to satisfy stated and im-

plied needs." An *entity* is a product or service.

Thus, a *quality assurance program* should *assure* us *AND* the customer, that we are doing our most to attain an acceptable level of that product's *quality*.

Q So, what's an ISO registration?

> « .. improving quality improves productivity, helps us be more competitive, improves our chances for success and creates more jobs... »

It's the process of demonstrating conformity to a quality system standard — a service offered by quality systems *registrars*. Proof of registration comes in the form of a certificate which identifies the scope of the organization's quality program, the name of the registrar, the registration number and the period of effectivity.

Q Does registering to ISO 9000 standard result in benefits?

It depends who you talk to. There are the believers and then there are the skeptics. In 1992, a survey conducted by **Lloyd's Register Quality Assurance Ltd.** of ISO 9000 registered companies in the UK (the world leader in the number of registered companies) found the following.

- 86% of respondents found improved management, control, and/or organizational planning as a result of an ISO 9000 system.
- 73% found it resulted in better customer service and better consistency across offices within the same organization.

- 69% found improved efficiency and productivity.
- 53% of respondents cited reduced waste as a by-product.
- 50% reported it resulted in improved staff motivation and reduced turnover.
- 40% said the system resulted in reduced costs.

A 1996 survey of ISO 9000 registered companies in the United States, conducted by **Irwin Professional Publishing**, identified the following (Note that the US has been slow in using ISO-9000 as QS-9000, the auto maker's standard, has found more favour).

- 83% of respondents found that it resulted in higher perceived quality.
- 69% felt it gave them a competitive advantage.
- 50% reported it resulted in less customer quality audits.
- 30% reported increased customer demand.

Q I'm sold. How long to implement an ISO-9000 program and what's it cost ?

It's a costly venture and should be thought through carefully.

Fast Response Corporate Consultants (FRCC) states that for ISO 9001 based systems and manufacturers with sales of $10 million to $100 million, they expect an implementation time period of about *7 to 10 months*, about *345 hours* over this period of time, and charge anywhere from **$70 to $300 per hour**. A flat rate is

Members' Corner

New Certifications

Congratulations are in order to the following Montreal Section members in obtaining their ASQ certification.

Certified Quality Manager :
Edward M. LEWIS.

Certified Quality Auditor:
Josee BOURGUOIN   Ronald DINARZO
Michael DOGNIAUX   Henri FAURE
Serge LAMARRE   Gilles NORMANDEAU
Stephane PILON.

Welcome to our new members ! !

- Gisele FISET,
  QA-QC Supervisor
  Bush Boake Allen Inc

- Simon KURZOM,
  Director Quality Assurance
  Johnson & Johnson Inc

- Martin GAGNÉ

Writers Wanted

Although it may appear that most of the news come from your Executive Committee, the *Newsletter* is a forum for all the members. Our mission is « *to increase awareness, interest and involvement in Section activities and quality-related subjects.* »

If you recently finished a project of which you are proud and you feel would be of interest to others, or if you solved a problem using quality tools and are willing to share this development, or just want to express your views, experiences (good and bad) or solutions — We are most interested.

You don't have to be an expert writer (I'm not). Just follow these simple guidelines and submit your manuscript, preferably in electronic format either in Word or Rich Text Format (RTF).

The subject should appeal to the majority of our members who are quality professionnals in varied industries and services. Verify the information and obtain proper company approval for the information being released and sign your article (as it is your property).

The article should not run more than 700 words. Black and white pictures or illustrations will make the article more interesting.

We retain the right to make modifications, and as much as possible will confirm them with you. Send your article to **JP AMIEL** at STCUM, 8845 St-Laurent, Montreal, H2N 1M3, or email to **jpamiel@asq.net**. Q.

Deadlines for the upcoming Newsletters. Call **JP AMIEL** (514) 280-5412 or **jpamiel@asqnet.org**

Issue	Deadline Date
December	December 11
January	January 8
February	February 3
March	March 3
April	April 9
May	May 5
June	June 18

Space for rent

Join the Ranks of over 25,000 Companies Worldwide

UPCOMING TRAINING COURSES

Training & Registration

ISO 9000 — ISO 14001 — HACCP — ISO 13485/EN 46000
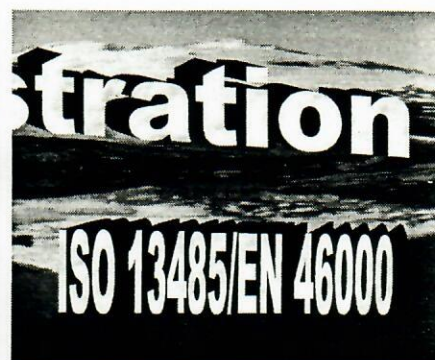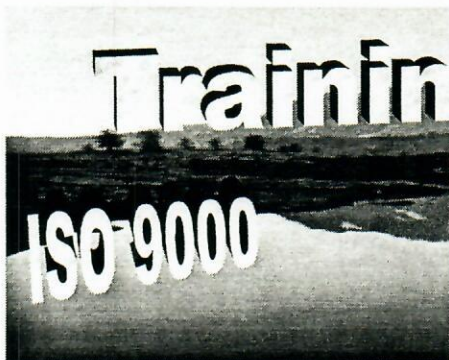
ISO 9000

ISO 9000 Lead Auditor
$1595
September 14th - 18th (Mississauga)
September 21st - 25th (English - Montreal)
October 19th - 23rd (French - Montreal)
October 19th - 23rd (Mississauga)
November 2nd - 6th (Windsor)
November 16th - 20th (Mississauga)
November 16th - 20th (French - Quebec)

ISO 9000 Internal Auditor
$795
September 14th - 15th (English - Montreal)
October 7th - 8th (French - Montreal)
November 9th - 10th (English - Montreal)
December 3rd - 4th (French - Montreal)

ISO 9000 for the Service Sector
$795
October 13th - 14th (English - Mississauga)

We also offer courses in Quality Systems Documentation and ISO 9000 Awareness

> *** Current SGS ICS clients qualify for a 15% discount on all of the above courses ***

ISO 14001

ISO 14001 Lead Auditor
$1795
September 28th - October 2nd (Ottawa)
October 26th - 30th (Mississauga)
November 2 - 6 (Montreal)
November 9th - 13th (Kitchener)
November 23rd - 27th (Mississauga)
December 14th - 18th (French - Montreal)

ISO 14001 Internal Auditor
$795
September 17th - 18th (French - Montreal)
October 7th - 8th (English - Montreal)
October 15th - 16th (French - Montreal)
November 16th - 17th (French - Montreal)

ISO 9000 / 14001 Integration
$795
September 10th - 11th (Mississauga)
November 3rd - 4th (Mississauga)

ISO 14001 Advanced Auditors Workshop $1195
October 19th - 21st (Mississauga)

ISO 14001 Environmental Aspects Workshop $295
September 4th (Mississauga)
November 6th (Mississauga)

ISM Code

ISM Code Maritime Auditor
November 2nd - 3rd (Montreal)

Maritime Mandatory Rules & Regulations
November 4th (Montreal)

Shipboard Operations
November 5th - 6th (Montreal)

HACCP

HACCP Essentials $795
September 1st - 4th (Montreal)

ISO 13485/EN 46000

Technical Documentation & Quality Systems to EN 46000 $ 1485
September 21st - 23rd (Mississauga)

TickIT

TickIT Lead Auditor $ 1895
October 5th - 9th (Mississauga)

> **Eligible for SQDM Credit in Quebec**

For more information fax us at (514) 695-9799 or call 1-888-695-4769.

ISO Saga

usually charged for the entire project so that the client knows what the total fees will be. Additionally, the Quality Manager will spend an additional **1,150 hours** to manage the project and train others within the company, and each employee will receive about **15 hours** of quality training.

For a 140 employee company that's about **3,595 person-hours** to implement $(345 + 1,150 + (140 \times 15) = 3,595\ hrs)$. At \$10 per hour, the company should budget **\$35,950** *plus* consulting fees, *plus* auditing and registration fees for the implementation of the Quality System.

Similarly, NQI estimates the cost of implementing an ISO 9000 program for a small company is upwards of **\$30,000**. It could cost twice and three times that amount depending on the current quality practices, the level of procedures and documentation, and amount of in-house knowledge in the organization. It's usually easier to implement in a larger company because they tend to be more structured than smaller ones.

Q Is a consultant required?

No. But it usually helps ! The ISO standards are common sense. In fact, QA itself is common sense.

Consultants usually look for someone *within* the client's organization that can spearhead the project. The quality needs of an organization will evolve over time and consequently, it must be self-sufficient or they're never going to see the end of consulting fees.

Q Any advice on hiring a consultant ?

There are a lot of good consultants out there and a lot of bad ones. Consider the following :

- Purchase the ISO standards and read them so that you can «*control*» your consultant.
- Ask for references and call at least one company to see if they were satisfied with the services.
- If you decide to do business with someone who doesn't have proven experience, it doesn't mean that you won't get satisfactory results! Know the level of experience you're buying and share the financial risk so that he isn't learning at 100% of your cost.

Q Any other recommendations?

NQI suggests some key factors to consider *PRIOR* to implementation.

- The level of management commitment to quality in general and

---

> **Strategic goals must be developed *before* the decision to go ahead with registration.**

---

in the ISO process.

- The organization's capacity to devote ressources — particularly manpower — to implement the program. Without dedicated individuals assigned as champions, the project could be off to a difficult start.
- Strategic goals must be developed *before* the decision to go ahead with registration. Why are you interested in implementing ISO 9000? What are the desired outcomes?
- Once improvement targets are

delineated, the current state of these activities should be base-lined to determine if they are in need of improvement, and if they can be improved by an ISO 9000 system. Only then should a decision be made.

Some words of caution

There is no benefit in documenting inadequate procedures — Process improvement and planning must be part of the development process. Building-in continuous improvement is key to maximizing ISO 9000's benefits. The QA program is only the first step in developing a world-class quality management system.

And, now…. some local plugs

NQI publishes *Canadian Framework for Excellence* to understand the *Quality Principles* and the *Canadian Quality Criteria*. These guidelines will provide an understanding of an integrated quality management system and its relation to the organization as a whole. This might help keep the goals in sight. They are at 1-800-263-9648 or *www.nqi.ca*.

The Canadian Standards Association (CSA) publishes a very good *Practical Guide on the Application of the ISO-9000 Standards*. This "pocket-size ", spiral-bound book combines implementation advice, a transcript of ISO-9001:1994, advice and interpretation of the text, definitions, and sample audit questions. Contact them at (514) 428-2491, Fax (514) 694-9697. Q

ASQ — Montreal Section 1999 Education Program

The Montreal Section will be offering refresher courses intended to lead to the certification exams by ASQ.

All courses are offered in **English**. This offers an advantage for Francophones as it will help them improve their knowledge of English, the language used in the ASQ examinations. The examinations require that candidates have a broad, and at the same time a detailed knowledge, of the topics in the body of knowledge. Work experience acquired by many candidates **is not a sufficient preparation** for these examinations. Those taking these courses are expected to do homework to ensure they understand the topics covered.

Certified Quality Engineer (CQE)

Certified Quality Engineers are required to have a university level knowledge of statistics, up to and including design of experiments, and be working at a level , in their organization, that has a high level of accountability for the work being done. They are also required to know the methods of inspection, quality costs, metrology, process improvement and modern management methods for improving quality. This intensive CQE refresher course gives the student a thorough preparation for the exam.

Certified Quality Auditor (CQA)

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

Certified Mechanical Inspector (CMI)

It prepares the student for that examination and requires that the candidate have basic knowledge of geometry, instrumentation, reading drawings, mechanical processes, inspection, sampling, probability and statistics.

Refresher courses — Winter 1999

Details of course start dates and room locations will be published in the Newsletter. Courses will take place at the MacDonald Campus of McGill University (Ste-Anne-de-Bellevue) starting at 18:00. Should a company offer facilities we will consider moving classes to that location.

Call **David Tozer** (514) 697-3831 or ***tozerdd@sympatico.ca*** for information. Other courses may be run upon request. Q.

Course	Minimum Duration	Member Fee	Non-member Fee
Certified Quality Engineer Refresher	10 weeks	$899	$999
Certified Quality Auditor Refresher	7 weeks	$649	$749
Certified Mechanical Inspector Refresher	7 weeks	$649	$749

ASQ – Montreal Section Course Registration Form

Please check course : ❑ **CQE**   ❑ **CQA**   ❑ **CMI**   Fees: _____

Last Name : _____   First Name : _____

Company : _____

Company Address : _____

City : _____   State/Province : _____   Country : _____   Postal Code : _____

Home Address : _____

City : _____   State/Province : _____   Country : _____   Postal Code : _____

Send form and registration cheque to:

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

The Koalaty Kid Experience at Allion Elementary School - Part 2

by Raymond E. DYER, Koalaty Kid Chair and Frank DOTTIN, Principal, Allion Elementary School

As promised last time, in this issue we look at *Allion Elementary School's Koalaty Kid* (**KK**) program, now in its ninth year, and the resources required to keep it alive.

In the 1996-97 school year, reading improvement and comprehension skills were the emphasis. Progress was measured against previous years, three ways:
(1) The number of books checked out of the library;
(2) Chart of books read by individuals, class, and school were made; and,
(3) Standard test scores for Grades 3 and 6 were monitored.

In 1997-98, the emphasis was placed on handwriting improvements and student behavior management. Actions included:
- Continuing to work on reading improvements.
- Developing a handwriting improvement program based on the Book Club.
- Having teachers measure progress in comparison to past handwriting.
- Emphasizing behavior improvements in the school and on the busses.
- Encouraging *Allion Koalaty Kids* to exhibit appropriate manners and behavior to become members of the "*Koalaty Cooperation Club*".

- Emphasizing, every month, a behavior to improve such as "Thank you" or "Sharing" themes.
- Using surveys of students, staff, and parents to form the basis of measurements.
- Using a point system to determine rewards levels.

Also in that same year, an introductory course in **Basic Quality Tools,** as well as a workshop, were given to the teachers. The intent was to provide information on various quality tools so that the teachers could, in turn, show the tools to the students and practice using them in problem solving activities.

In the 1998-99 school year, School representatives of Allion school plan to visit the Koalaty Kid programs in other locations such as Ottawa, Toronto, or up State New York. All these efforts require resources.

Typical costs to support the KK program in 1998-99 are expected to be **$7,300** for materials, incentives, photos, community involvement, and staff development.

The Koalaty Kid program is described by Allion Elementary School as "*The spirit and substance of Quality in Education*". It is a system for continuous improvement. This student-centered approach aims at creating a

> *The Koalaty Kid program is "The spirit and substance of Quality in Education"*

school environment where all the students sustain enthusiasm for learning, behaving responsibly, feeling proud of themselves and their achievements, and striving to meet high standards. It draws its strength from partnerships between the school and local business sponsors.

By using systematic processes, such as Quality Tools and mobilizing community resources (human and financial), the Koalaty Kid approach concentrates on helping students develop high self-esteem. They are motivated to do their best work every time and become eager to read and to learn.

In the next issue, we take a look at the results of the program to date. For more information, visit the **KK** web site at *koalatykid.asq.org* or email me at *redyer@asqnet.org*. Q

Carreer Opportunities

• •

Executive Committee Meetings 1998-99

Date	Meeting Type
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

To attend, the meetings contact

ASQ-HQ. As the International Organization for Standardization (ISO) requires regular review and update of all its standards so that they reflect current industry practices, the 1994 edition of the key documents in the *ISO 9000 series* are undergoing their periodic review and revision.

All ISO standards go through the following phases during their development :

- Working Draft (WD)
- Committee Draft (CD)
- Draft International Standard (DIS)
- Final Draft International Standard (FDIS)

The first Committee Draft of the new standards are available for purchase for US$30 from ASQ Customer Service by calling 1-800-248-1946 and asking for item **T1200**. To facilitate review and comment, all three drafts — ISO/CD 9000, ISO/CD 9001 and ISO/CD 9004, are being packaged as a single set so as to achieve as much feedback as possible from current users. ASQ will keep you up to date as the standards develop and drafts are issued and made available for additional public review.

Comments should be provided electronically using the form available from the Standards Group Website (*standardsgroup.asq.org*). They may also be sent by fax to (414) 272-1734 or mailed to : Standards Coordinator, ASQ, P.O. Box 3005, Milwaukee, WI 53201-3005. **Do not** send both a fax and mail a copy.

The Committee Draft for comment is to be issued by mid-August 1998, a second Committee Draft will be available in the second quarter of 1999 and the Draft International Standard is to be available in the fourth quarter of 1999. The new Standard is expected to be published in the fourth quarter of 2000.

> « *ISO 9002 and ISO 9003 will be withdrawn and incorporated into the new ISO 9001* »

How the Standard is being changed

Over the past few years ISO has received from 1100 users and more than 80% wanted the new standard to:

- Employ a process approach.
- Be compatible with other management systems.
- Include continuous improvement.
- Fit stakeholders Leeds.
- Be user/customer friendly.

ISO 9002 and ISO 9003 and their corresponding US adoptions will be withdrawn and incorporated into a new ISO 9001, to provide a *single requirements standard*. There will be four core standards comprising the series:

- **ISO 9000** : Concepts and Terminology.
- **ISO 9001** : Requirements for Quality Assurance, "To provide confidence as a result of demonstration in product/service conformance to established requirements".
- **ISO 9004** : Guidelines for Quality Management of Organizations, "To achieve benefits for all stakeholders through sustained customer satisfaction".
- **ISO 10011** : Guidelines for Auditing Quality Management.

Implementation

It is not intended that the newly structured Standards will require organizations to substantially revise their existing quality systems. The aim is for the Standards to provide a *process oriented structure*, showing the following four main clause headings of ISO 9001 and ISO 9004:

- Management Responsibility.
- Resource Management.
- Management of Process.
- Measurement, Analysis and Improvement.

Influence Ongoing Participation in the Revision Process

Technical Advisory Groups (TAG) are the vehicles by which you may contribute to this revision process, or to attend meetings and provide organizational representation from your company or industry association.

To receive TAG documents on a regular basis, or join as a participant or an observer, contact the ASQ Standards Administrator at *pkopp@asq.org* or the Standards Coordinator at *mmoore@asq.org* for more information. Annual fee is US$250. **Q**

« Certification is a mark of excellence »

SPICE

Software Process Improvement and Capability dEtermination (SPICE)
SPICE Assessor Training Course # 2 - ISO 15504
Hosted by: ASQ Ottawa Valley Section 0407
November 23 - 27, 1998 Ottawa, Ontario

ASQ

OBJECTIVES :

In this Workshop on Software Process Improvement and Capability dEtermination (SPICE), you will find out up-to-date information and in-depth understanding about the emerging standard on Software Process Assessment.

- The training will prepare you to participate as an effective member of a SPICE assessment team.

- This course will also satisfy the training requirements leading to a QAI Certified SPICE Assessor (CSA) as well.

You will also benefit from:

- Learning how SPICE could be designed to fit into your corporate TQM program.

- Improving your learning about best practice in software process improvements and capability determination

- Experience of using a SPICE Assessment Tool

SUMMARY DESCRIPTIONS OF COURSE

This course will provide a comprehensive and practical training in SPICE Software Process Assessment, Process Improvements and Capability Determination.

Some of the topics that will be covered include:

- SPICE - Background, Principles, Architecture and Model, Process Assessment, Capability Determination, Process Improvement

- Process Categories: Customer Supplier, Engineering, Management, Supporting, Organization

- SPICE Assessment: Preparation, Conduct, Using Tool and Assessment Instrument, Determining Ratings, Validating Ratings

- Case Studies & Role Play

This course is based on the SPICE Embedded model.

The registration fee must be submitted with registration. The **deadline for registration** is October **8, 1998** to guarantee a seat. Please note the importance of the deadline below. *(BY EXCEPTION, Montreal Section Member applications will be accepted until October 16th)*

Registrations Fees received on or before DEADLINE	Late Registration Fees (after DEADLINE)
$2,350.00 plus GST (7%) for ASQ Members	$2,650.00 plus GST (7%) for ASQ Members
$2,500.00 plus GST (7%) for Non-ASQ Members	$2,800.00 plus GST (7%) for Non-ASQ Members

For more Information or to register, contact the ASQ Ottawa Valley Section 0407 :

Larry Jones, M.M., CQA, CSQE, CPSA, Education Chair, Phone (613) 562-9797 or
     by Fax at (613) 562-3434 or email at joneslf@asqnet.org

Stephen White, CSQE, ISP, CQA, CCP, IRCA-IA, NQI-PA, CPSA, Software Focus Chair,
     (613) 839-1836 or email at swhite@cyberus.ca

ASQ   **Montreal Newsletter – October 1998**   **Page 15**

ASQ Ottawa Valley Section 0407

Education Committee

TickIT Auditor Course # 7 (ISO 9001, ISO 9000-3)

Location: Ottawa   Dates: November 16 - 20, 1998

What Does the Course Comprise?

The course is the official Department of Trade and Industry (DTI) TickIT Auditors' Training Course, presented by registered TickIT Auditors. It is a combination of lectures, realistic IT case studies, workshop exercises and practical role plays. The course complies with the standards for TickIT Auditor training courses set by the IQA International Register of Certificated Auditors (IRCA). Delegate participation, in the form of case studies, classroom presentations and role play exercises comprise approximately 40% of the course time.

Certificate of Achievement

The course is formally registered with the IQA International Register of Certificated Auditors of Quality Systems under the TickIT Scheme. Delegates who demonstrate satisfactory performance throughout the course and who pass the final examination are awarded a Certificate of Achievement. This certificate demonstrates the necessary training requirement has been met and such delegates are eligible to apply to the IQA International Register of Certificated Auditors for registration as TickIT Auditors.

Course Format and Content

At the start of the course, each delegate is supplied with a comprehensive Course Manual. Copies of relevant ISO standards and the TickIT Guidance Handbook are available to each delegate during the course.

Typical Course Timetable

Day 1 - Monday	Day 2 - Tuesday	Day 3 - Wednesday	Day 4 - Thursday	Day 5 - Friday
Quality Concepts The Role of the Auditor Quality Management Systems Standards and Guides Quality Management Systems Documentation	Managing Quality Software Quality Systems The TickIT Scheme The Audit System The Relationship between ISO 9001 and ISO 9000-3 Audit Planning and Preparation Checklists The Opening Meeting	Audit Responsibilities Software Review Validation and Verification Audit Investigation Evaluating Effectiveness Configuration Management, Security and Archiving Recording Non-compliances	The Closing Meeting Audit Reporting Corrective Action and Follow-up	IT Services and In-House Facilities Internal Audit Third Party Assessment and Surveillance Accreditation and TickIT Auditors Course Review Examination

Demonstrate your interest in maturing the Canadian software industry for competition around the world. Attend the TickIT Course yourself and send your people as a KEY STEP in the TickIT accreditation process.

The registration fee must be submitted with registration. The <u>deadline for registration</u> is October 8, 1998 to guarantee a seat. Please note the importance of the deadline below. *(BY EXCEPTION, Montreal Section Member applications will be accepted until October 16th) The registration also includes the TickIT Guidance Handbook.*

Fees for Registrations received before Deadline are:	Late Registration Fees are:
$2,000.00 *plus GST (7%)* for ASQ Members	$2,300.00 *plus GST (7%)* for ASQ Members
$2,150.00 *plus GST (7%)* for Non-ASQ Members	$2,450.00 *plus GST (7%)* for Non-ASQ Members

For more information or to register contact :
Larry Jones, Phone (613) 562-9797, by Fax at (613) 562-3434 or email at (joneslf@asqnet.org)
Stephen White, Phone (613) 839-1836 or email at swhite@cyberus.ca

ASQ Certification News

By Norman DICKINSON, CQE

Recertification chair, n.dickinson@asqnet.org

Psst.... Wanna' become a Senior Member?

If you've been an ASQ member in good standing for more than 10 years, and with five of those with a bachelor's degree or higher and/or are a member of a recognized professional association, why not become a **senior member**? You deserve it. After all, you have put up with the Section's Executive Committee for all this time.

Does it cost more? Well yes *and* no. Yes it does cost more, but, it includes a second ASQ publication free of charge that you would have had to pay for as a regular member. So, the bottom line is not much change.

"How do I get this recognition?" you ask. Simple. Phone ASQ at 1-800-248-1946 and ask for the application form and associated documents required to become a Senior Member. Fill it out and give it to one of the Executive members at the next meeting that you attend. You may also send it to me. **Don't send it to ASQ in Milwaukee**. They will return your application, as the information must be verified and endorsed by your Section.

Remember that you must meet all the criteria required but even if you're not sure get it anyway and read it.

If you have questions on ASQ's certifications contact **Norman DICKINSON** at (514) 334-6102 or *n. dickinson@asqnet.org*. Q

Rumours & Truths

You may have heard that ASQ was planning two changes for the certification exams in the 1999 calendar year.

The rumour that ASQ was going to change the examination date for the October exams from the third week to the first week is **not true**. October exams will continue to be given on the third Saturday in October as they always have.

The second, is **true** , the **CSQE** exams will be moving from their March and October time slots to June and December. Commencing in 1999 the CSQE will be given for the last time in March as it always has. Then it will switch to the June and December time slots where it will stay.

As far as the registration deadlines for writing the CSQE exam please contact ASQ in Milwaukee at 1-800-248-1946 as I do not have the information at this time. Q

Executive Committee Meeting Summaries

by Keith FORCIER , Secretary
KGFSERVICE@aol.com
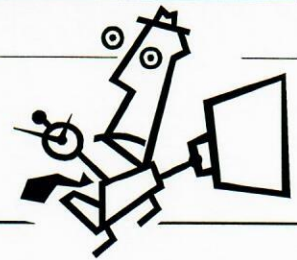
September 15, 1998

This was the first follow-up meeting from the start of the 1998-99 SMP action plan.

- R. FAIRBAIRN, SMP Coordinator reviewed activities to date:
  - I. ALLI, Membership, will continue the campaign begun by B. DOIRON and JP AMIEL and will send out welcoming letters to both new and transfer-in members.
  - B. DOIRON is tracking attendance at events.
  - R. DYER, Internet Liaison, submitted a proposal on web page guidelines and structure.
- N. DICKINSON, Examination and Recertification, stated that 9 persons were attending the next exams.
- D. TOZER, Education, reported he had prepared a description of refresher courses offered for the next Newsletter.
- JP AMIEL, Chairman, reported on a conference call with ten other Section chairs, Regional director and 2 Deputy Regional Directors. He also explained the next Newsletter would be for October and November and that it would be another 16 pager.

The next Executive meeting is planned for 20 October, if you wish to attend, contact me at (514) 434-0216. Q

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 133,000 members in 64 countries, it's initiatives focus on 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**.

Our **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*. Q

ASQ Your Quality Source

Newsletter advertising rates
July 1998 – June 1999

Rates apply for placing an ad in one Newsletter issue only. *As a special promotion, at no extra charge we will also place your ad on our web page.*

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

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

Look for us on the world wide web ! !
www.internauts.ca/~redyer/asq401.html
www.microtec.net/~amiel
www.asqnet.org/display_web.cgi?401