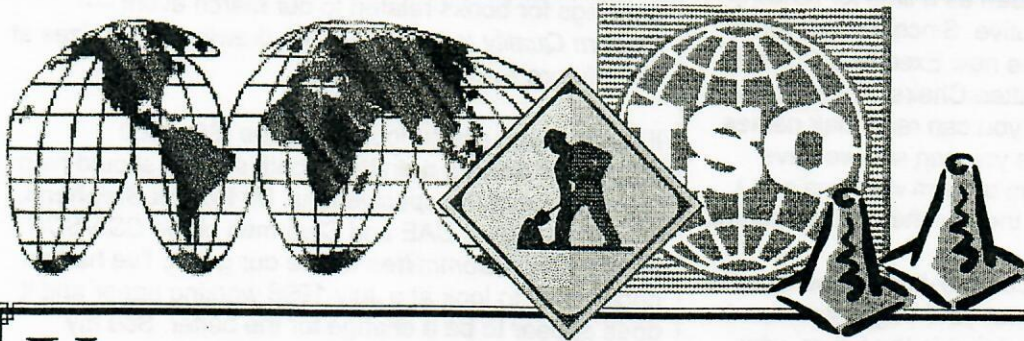


The objective of the Newsletter is to increase awareness, interest and involvement in Section activities and quality-related subjects.



Inside this issue:

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Special points of interest:

- Toronto's 44th Annual Quality Forum
- Meet your New Chair, Profile of Ray Dyer
- ASQ's 53rd Annual Congress
- Quality And The Other 9000 Standards
- Modern Quality Tools
- ISO 9000: 2000 — A Sneak Preview
- Quality Index Shows Improvement
- Facelift at ASQNET.ORG

You're invited to an information presentation on the most recent developments on the **ISO 9000** family.

Our guest is Mr **Robert J. STEPHENS**, Chairman of the CSA/SCC Interpretation Committee for the ISO 9000 Standards. He is Canada's representative on the *ISO Technical Committee 176/SC2* which is responsible for rewriting ISO 9001 and ISO 9004, more specifically the new Section 7 dealing with *Process Management* and Section 8 on *Measurement, Analysis and Improvement*.

Don't miss this occasion to learn **first-hand** where the *Millennium* edition of the standard is headed.

DATE: WEDNESDAY, APRIL 14, 1999

PLACE: Dorval Airport Hilton
Dorval International Airport

AGENDA:

17:30 Registration and Networking

18:15 Dinner

19:00 Presentation — ISO 9000 : 2000

COST: \$15 for Students, \$25 for Members and \$30 Non-members.
Although there is a Parking Fee, we will give you a token.

There will be a door prize drawing !!

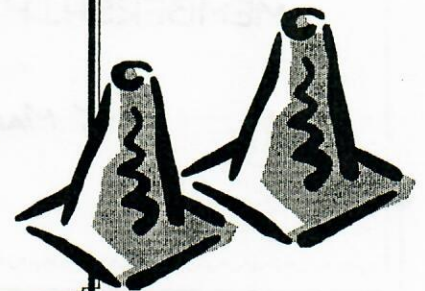
If you can't join us for dinner, join us for coffee at 19:00 PM.

The coffee and the speaker's presentation are free.

PLEASE RESERVE IN ADVANCE !!

For reservations and information please contact **Bernard DOIRON**
Telephone (450) 653-4879 or Fax (450) 653-5585

DON'T MISS THIS EVENT!!





The editor's corner

By Jean-Pierre AMIEL,

Newsletter Editor, jpamiel@asqnet.org

Never Fear, Spring is Near

By the time the Newsletter reaches you, we will be in spring. It has always been an exciting time of the year because it can be seen as a time for renewal and that includes your Executive. Since the Section's Annual General Assembly the new Executive Officers have nominated their Committee Chairs. These were submitted to Milwaukee and you can read their names in the *Notice to members*. As you can see we have three new names. I wish them a warm welcome and I look forward to working with them in the coming months.

The April Executive Committee Meeting will be focused on planning. If you want to offer your suggestions as to what your Section should be doing in the future, why don't you drop in? Just give me a call to make arrangements. Also, to help out on any of the committees contact **Raymond DYER** or the Committee chair listed on the last page of the Newsletter.

Once again, thanks to all those who responded to our little survey. **Congratulations** go to Frank

SALVAGGIO, Larry BULLOCK and Yves BERGERON. Their names were drawn from amongst the sampling of members who responded to the survey. They will each receive a book on *quality*. Also, let me congratulate Isabelle CANTIN and Yvonne REYES who won the drawings for books related to our March event — *Modern Quality tools*. We will be drawing door prizes at other future events.

If like me, you are curious about the **ISO-9000 Millennium edition** then this month's event should help dispel some of the speculations. Mr **Robert Stephens**, Director of QA at CAE and Chairman of the *CSA/SCC Interpretation Committee* will be our guest. I've had an opportunity to look at a July 1998 working paper and it does appear to be a change for the better. See my *sneak preview* in this edition of the Newsletter.

If you wish to submit a short article, or propose subjects for future articles for the Newsletter, please give me a call.

In the meantime, let me to take this opportunity to wish all of you a **Happy Passover** or **Happy Easter**. ☺

Coming Events

By Bernard DOIRON, Programs Chair

Here is the list of planned upcoming events for the Section. **Bernard DOIRON** at (450) 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. ☺

Date	Type of event	Activity Title	Activity Description
14 April	Sharing	ISO-9000 Millennium Edition	On the eve of the Millennium <i>ISO</i> is working on face-lifting ISO-9000. Come and hear what is in the works.
12 May	Sharing	Not So Old Members and New Members Night	An opportunity to exchange views with members. Due to last year's success, the executive wants to make this a yearly event.

MEMBERSHIP RENEWAL FORMS ARE BEING MAILED !!

DON'T WAIT TILL THE LAST MINUTE.

<< MAKE YOUR QUALITY COMMITMENT NOW !!! >>

Facelift at ASQNet

Milwaukee— ASQNet 2.5 is now on line. It offers a modified interface and a range of new pages to help the Quality Internaut to gather information, or hyperjump to other related topics or sites. To access ASQNet, you must be an ASQ member. The address is www.asqnet.org.

QS 9000 — The Sweep

A February 1999 article in WARD'S Auto World, reports that a survey of the **Actuator Sensor Division of Eaton Corp.** found that less than 43% of its suppliers were compliant with QS-9000, 30% were in development toward certification and another 13% were registered to ISO 9001 or 9002. This left 14% who felt that QS-9000 was more of a burden than a small business

owner can afford.

The article also discussed the migration of the QS-9000 certification program requirements to Tier 1 suppliers and the effect on their smaller suppliers.

It seems that QS-9000 expects more from a supplier than ISO 9000. But, more than a year after GM's 1997 deadline for Tier 1 supplier certification, an ASQ Survey found that only 9,200 suppliers across all tiers are certified, although it is unclear what percentage of Tier 1 remain uncertified. The article also suggested that the automakers were in a marriage where one party has all the benefits and expects the other to do all the work, and that some suppliers would rather leave the automotive business than deal with

QS-9000.

Benchmarking

Another buzz-word. Does anyone want to do something about it? Faced with a benchmarking problem? Typetty your way over to the Industry Metrics website at www.industrymetrics.com or the <http://benchnet.com/selfassess> page to try your hand at putting together some stats.

Malcolm Baldrige — European Style

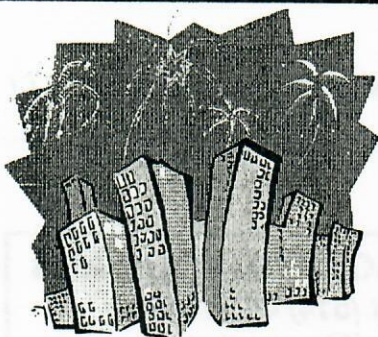
The European Foundation for Quality Management has published its award criteria program. The program is similar to the US Malcolm Baldrige Award in the points and topic areas. See it at www.efqm.org.



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

Issue	Deadline Date
May	April 9
June	May 5
July	June 18

Thank-you to our sustaining members :	
Bauer Inc.	CWC Inc: Quality Communication
Bombardier Aerospace	Hydro-Québec
CGI	Oerlikon Aerospace Inc



Celebrating Our Diversity, THE EXPANDING SCOPE OF QUALITY

The 44th Annual Quality Forum
March 29, 1999 Toronto Congress Centre

Presented by ASQ Toronto Section, NQI, PEO and SPIN.

Over 26 conferences, two key-note speakers. An event not to be missed.

For registration, call or fax (905) 866-5879 or e-mail at jmg@netsurf.net

ASQ Section 401 Executive Committee for 1999-2000

At the Executive Committee of March 17th, the following Chairs were nominated to the 1999-2000 Executive Committee. Congratulations to all. Note, due to recent work developments, Gerry YEDYNAK had to forfeit his position on the Executive.

Section Chair : Raymond E. DYER
Secretary : Robert FAIRBAIRN

Vice Chair : Keith FORCIER
Treasurer : Eric STERN

- ♦ **Examining & Recertification:** Norman DICKINSON
- ♦ **Koalaty Kid:** Wanda BERLIN
- ♦ **SMP Chair:** Raymond DYER
- ♦ **Membership:** Inteaz ALLI
- ♦ **Programs & Arrangements:** Bernard DOIRON
- ♦ **Directors :** Gerry YEDYNAK and Sam WEISSFELNER
- ♦ **Newsletter:** J.P. AMIEL
- ♦ **Education:** David TOZER
- ♦ **Data Chair:** Serge ZAGURY
- ♦ **Internet Liaison:** Norman DICKINSON
- ♦ **Awards and Historian:** J.P. AMIEL

Keith FORCIER, Secretary (1998-1999)

Meet Your New Chairman,

A Profile of Raymond DYER, by JP Amiel, Newsletter Editor



Raymond E. DYER (Ray) is Quality Manager at PCI Chemicals Canada Inc (formerly ICI Forest Products).

Ray has been a member of the Montreal Section of the American Society for Quality since 1993 and has successfully passed ASQ's Certified Quality Auditor and Certified Quality Manager. Ray holds a MBA from McGill University in Strategic Management and a B.Sc. (Cum Laude) from the University of Ottawa in Biochemistry.

Ray spent three years (1994 to 1997) on the Board of Directors of the Garderie du Complexe Guy-Favreau where he was Director, Vice-president and eventually President of the board. He holds a number of positions in the 1998/99 Montreal

Section 401 Executive Committee (Section Vice-Chair, Koalaty Kid Chair, Internet Liaison, & Data Chair). He brings with him some valuable experience to our management group.

Although he is kept busy by your Executive, he has still found time to raise a family and participate in some of the Section's varied activities. He even studies part-time at McGill University towards a Post MBA Graduate Certificate, which we hope he will finish this year.

Need we say more ??? Ray is a committed professional who enjoys motivating teams to fruition.

Welcome to the helm, Ray !!

What an offer !

WE ALWAYS HAVE SPACE FOR YOUR ADS
Please call JP Amiel at (514) 485-7359 or
e-mail me at jpamiel@asqnet.org

Members' Corner

Newly Certified Members

CQA – Certified Quality Auditor

- ◆ Eric COFFIN
- ◆ Philippe RACETTE
- ◆ Pierre-Michel RAHAL

CQE – Certified Quality Engineer

- ◆ Peter J. AMSDEN

CQT – Certified Quality Technician

- ◆ Reynato T. LORICA

Certified Quality Manager

- ◆ John TOTH

Welcome to the following new members

- ◆ Dawne Bank
- ◆ Daniel Cote
- ◆ Caroline Haineault
- ◆ Carole Morin
- ◆ Cheryl A. Plummer
- ◆ Marjaneh Pourmand
- ◆ Adel Raphael
- ◆ Shadi Shuraida
- ◆ Chantal P. Tardif
- ◆ Denise Beamish

Next ASQ Certification Exam Dates

EXAM	APPLICATION	CERTIFICATION
5 June 99	9 April 1999	CQE, CQA, CSQE
16 Oct. 99	20 August 1999	CQT, CMI, CRE, Certified Quality Manager
4 Dec. 99	8 October 1999	CQE, CQA, CSQE

WELL DONE to everyone.



ASQ's 53RD Annual Quality Congress & Exposition



MILWAUKEE - The *American Society for Quality* is holding its 53rd Annual Quality Congress and Exposition (AQC) on May 24 to 26, 1999, at the Anaheim Convention Center in Anaheim, California. The theme of the conference is "*Surfin' Into the Next Millennium - Strategies and Techniques to Ride the Quality Wave to Excellence*".

The AQC attracts over 3,000 individuals and 200 exhibitors from more than 50 countries worldwide who are interested in discovering the latest trends in performance excellence, quality, and career enhancement featured in over 100 concurrent sessions.


Three keynote addresses will be presented at the 53rd AQC, including Dr. E. David SPONG, vice president and general manager of the **Boeing Company**, Airlift and Tanker Programs. He will address Boeing's ride on the quality wave to excellence. His opening presentation will set the tone for the conference and help define the quality wave into the next millennium. Boris BROTT, symphony conductor for **Symphony Nova Scotia**, and Dr. Su Hua NEWTON, owner of **Newton Vineyards** in Napa Valley are the other AQC keynote speakers.

For the first time, AQC will feature industry-specific quality tracks in

health care, education, and the public sector.

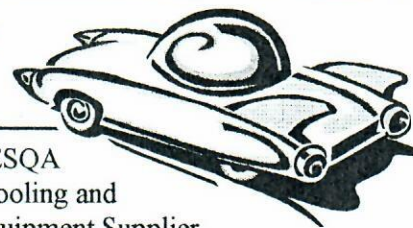
ASQ is also administering preconference *on-site* exams for all seven certifications - *CQE, CQA, CRE, CMI, CQT, CSQE, and Certified Quality Manager*.

To receive a *Program*, call ASQ at 800-248-1946 and request **Item B0166**. You can also visit ASQ's Web site at www.asq.org for more information or to *register on-line*. The early bird conference registration deadline is April 23, 1999.

Contact: John Rossetto, 1-800-248-1946 or jrossetto@asq.org. 

Quality And The Other 9000 Standards

By JP Amiel (Extracts from www.asq.org)



There has been much talk about the *ISO 9000* family of quality standards. You might not know that other standards are also being popularized. **Boeing** has been pushing its supplier quality program under the *QI-9000* banner, while the *Big Three* US automakers have also been busy ensuring supplier quality through their standard *QS-9000*. It has become quite a «number» in the US where it appears there are more QS-9000 than ISO-9000 certifications.

We have assembled the following from information at www.asq.org and it represents their evaluation of the standards's *second* edition.

Q. What is QS-9000?

It's the shorthand name for "*Quality System Requirements QS-9000*" and is the common supplier quality standard for **Chrysler Corporation**, **Ford Motor Company**, and **General Motors Corporation** (The *Big Three*). It is based on the 1994 edition of ISO 9001, but contains additional requirements particular to the automotive industry.

Key Players in its development include the *Supplier Quality Requirements Task Force*, the *International Automotive Sector Group* (IASG), the *Automotive Industry Action Group* (AIAG) and *ASQ's Automotive Division*.

Q. To whom does it apply?

It applies to suppliers of production materials, production and service parts, heat treating, painting and plating and other finishing services. It does not necessarily apply to *all* suppliers of the *Big Three*.

Q. Which other organizations have adopted QS-9000?

Several heavy truck companies, such as **Navistar International Transportation Corporation** and **PACCAR Inc** have adopted it and are signatories to the document. Other companies in the industry are also adopting it as their supplier quality requirement. Non-automotive industries are watching the implementation or are considering using it as a model to develop ISO 9001-based requirements for their industries.

Q. Who develops and maintains QS-9000?

Representatives from Chrysler, Ford and GM (the *Supplier Quality Requirements Task Force*), along with several members who are liaisons to relevant organizations, are the responsible body that oversees QS-9000. Because it is a *new* approach to the application of ISO 9000, together with several accreditation bodies and registrars, they initiated the IASG early in 1995. It issues official interpretations of the process connected with third-party registration to QS-9000, as well as revisions, clarifications, and expansions to QS-9000. These *interpretations* are available from **ASQ**; call 800-248-1946 and ask for **Item T57**.

Q. What about "TE-9000"?

This was an internal shorthand for a supplement to QS-9000 called the "*Tooling and Equipment Supplement*" currently being developed. When released, it will apply QS-9000 to suppliers of tooling, equipment, and related products and will replace Chrysler's

TESQA
(Tooling and
Equipment Supplier
Quality Assurance) manual.

Q. Is QS-9000 worldwide?

Yes. It is a *common* supplier quality requirement for Chrysler, Ford and General Motors. It has been released throughout North America, in several countries of South America, in Europe and in Australia. It will soon be released in the Asian rim countries and other countries in the world where the *Big Three* suppliers are located.

Q. How does a company comply with QS-9000?

- ◆ **Ford** : Compliance may be demonstrated by internal audits, customer (or second-party) audits, and third-party audits by qualified ISO 9001 registrars.
- ◆ **Chrysler and GM** : Compliance must be demonstrated through third-party audits by qualified ISO 9001 registrars.

Qualified registrars are recognized ISO 9001 registrars who have also agreed to abide by the *Code of Practice for QS-9000 Registrars* and passed a qualification process administered by a recognized accreditation body. A list of qualified registrars and accreditation bodies may be found on ASQ's QS-9000 web site and is also published in every issue of the IASG *QS-9000 Interpretations*.

For more information, send *e-mail* to qs9000@asq.org or visit www.asq.org. The standard and related manuals can be obtained from the AIAG by calling (810) 358-3003. Q

Modern Quality Tools

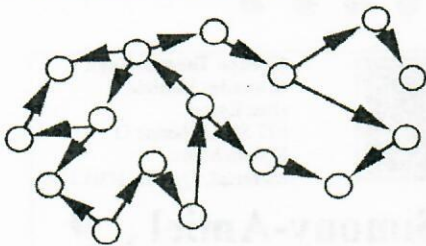
A summary by JP Amiel, Newsletter Editor

At the March 10 meeting, 38 members were treated to a hands-on approach on Modern Quality Tools. This most interesting presentation by **David TOZER** introduced, albeit in a short time, these lesser known tools used by teams to analyse and relate processes and activities. The invention of *Post-It* paper has made these tools quite dynamic.

Here is a brief summary of each of the seven "Modern" quality tools as presented in *The Memory Jogger Plus* by Michael BRASSARD. The book is published by GOAL/QPC and is available from ASQ's Quality Press at 1-800-248-1946. Order **Item P448**, \$30US.

Affinity Diagram: This tool is largely a *creative* rather than a logical process. It allows the users to gather a large amount of language data (ideas, opinions, issues, etc.) and organizes them into groupings based on their natural relationships. It is often used for planning or goal setting. It was originally developed by Jiro KAWAKITA.

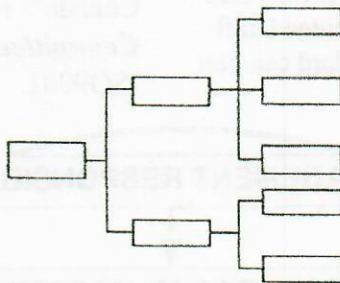
Interrelationship Diagram: This method takes complex, multi-variable problems or desired outcomes, and explores and displays all of the interrelated factors



involved. It shows graphically the logical, and often causal, relationships between these factors or events (How one leads to the

other).

Tree Diagram: A "what goes into what" diagram. It systematically maps out, in increasing detail, the full range of paths and tasks that need to be accomplished in order to achieve a primary goal and all related subgoals. Graphically, it



resembles an organization or family tree. A typical application is a structured bill of materials.

Matrix diagram: This versatile tool shows the connection (or correlation) between each idea/issue in one group of items with each idea/issue in one or more other group of items. At each intersecting point between the vertical and horizontal sets of items, a relationship is indicated as being present or absent. The matrix is most often used to identify responsibilities with tasks (responsibility matrix) or to rate or weigh the degree of correlation between items/issues.

Prioritization Matrix: Using a combination of Tree and Matrix Diagram techniques, this tool takes tasks, issues, or possible actions and prioritize them based on known, weighted criteria. This permits narrowing down options to those that are the most desirable or effective.

Process Decision Program

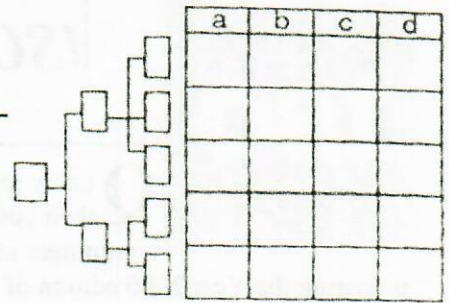
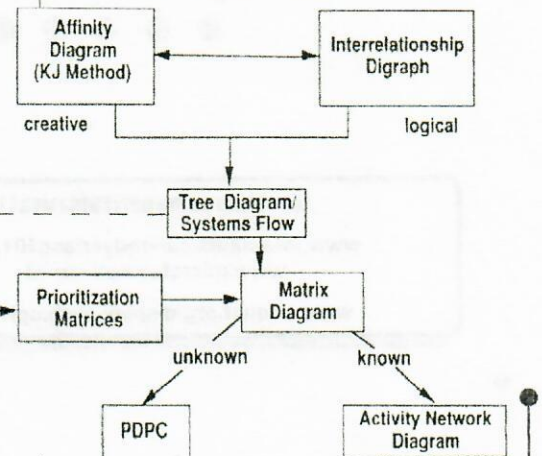


Chart (PDPC): This tool maps out every conceivable event and contingency that can occur when moving from a problem statement to the possible solutions. It is used to plan each possible chain of events that needs to happen when the problem or goal is an unfamiliar one.

Activity Network Diagram: It is used to plan the most appropriate schedule for any complex task and all of its related subtasks. This is used when the task is a familiar one with subtasks that are of a known duration. A specific application of this tool is the *Critical Path Method* (CPM) analysis or the *Program Evaluation and Review Technique* (PERT) chart.

Each of the techniques presented above, can be used alone effectively. However, when used together they allow you to move from a chaotic situation to an implementable action plan for improvement. Use this simple plan below for integrating them. Good luck. ☺





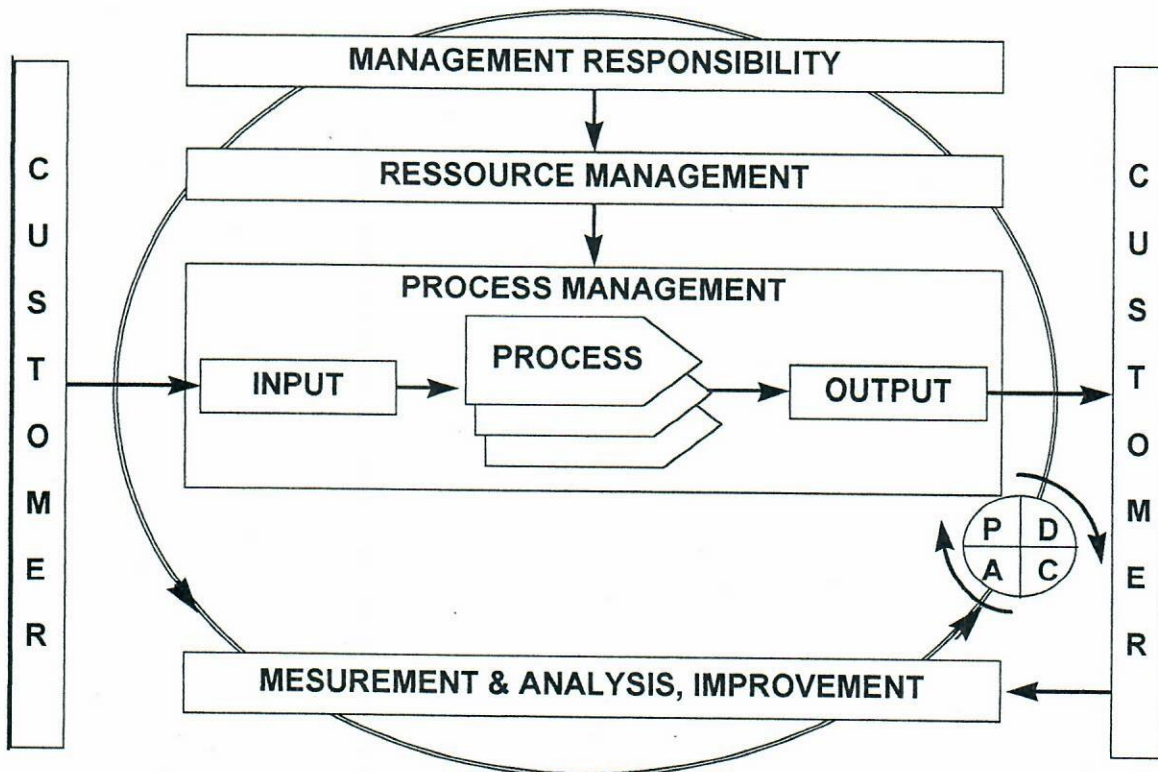
ISO 9000: 2000 — A Sneak Preview

By JP Amiel, Newsletter Editor

Quality professionals, and their customers, in committees all over the world, are preparing the Year 2000 edition of the *ISO 9000 Quality Programs*. It appears that it's going to be more than just a text correction. It's an improvement on the « *Say what you do, Do what you say and Record it* » philosophy. It also entails an overhaul of the 20 some odd *supporting* guides and standards. I've recently had an opportunity to read the July 1998 Committee Draft International version edition. The new standard can best

be summarized by the following illustration as it applies a « *Plan, Do, Check, Act* » philosophy.

To learn more about the millennium edition of the standard, come and meet **Robert STEPHENS**, at our April Event (See our ad on the front page). He is Chairman of the CSA/SCC Interpretation Committee for the ISO 9000 Standards and Canada's representative on the *ISO Technical Committee 176/SC2*. It is responsible for rewriting ISO9001. Q



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

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QUALITY INDEX SHOWS IMPROVEMENT

Customer Satisfaction Levels Rise — First Time in Five Years

MILWAUKEE – Finally breaking a five-year downward slide, consumer satisfaction with service is on the rise, according to the latest update of the **American Customer Satisfaction Index** (ACSI). This US national index gained nearly two points from the same period a year ago – to **72.6** from 70.8 on a 0 to 100 scale – but is still below its all-time high score of 74.5 at its inception in 1994.

The slow but steady improvement can be attributed largely to a notable **5.5 percent jump** in customer satisfaction in the **retail industry**, which earned a score of 74.7, its highest in three years. This marked improvement for the sector helped to offset a flat performance by the finance and insurance industry, as it coped with a barrage of mergers and acquisitions.

A healthy pre- and post-holiday shopping season in 1998 contributed to **department and discount stores** earning an ACSI score of 73, their highest rating in two years.

In spite of an ongoing shortage of skilled workers, **fast food** restaurants – hamburgers, chicken and pizza – received a score of 69, a three-point increase from 1997.

“Given the part-time nature of the business, finding and keeping skilled employees has long been an issue for the fast food industry,” said Joseph O’Leary, partner in charge of Arthur Andersen Business Consulting’s customer satisfaction practice. “However, successful fast food companies have been able to offset that by stepping up their commitment to service. They’ve

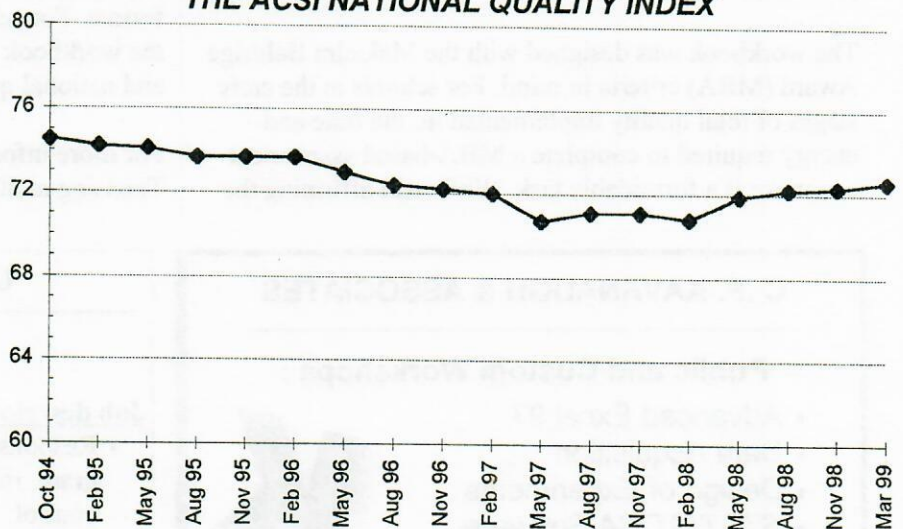
implemented better technology for processing orders and training that focuses on delivering consistent, quality customer satisfaction.”

For the past six years, ACSI scores for **gasoline stations** have hovered in the 77 to 80 range. The latest score of 79 puts them, once again, well above other retail sectors.

only one case did the satisfaction index rise, and that’s because it acquired a bank that delivered higher satisfaction.”

Insurance companies saw little to no change with their performance. Both casualty and life insurance companies remained flat with scores of 77.

THE ACSI NATIONAL QUALITY INDEX



Supermarkets have stayed flat at 73 for the past two years, well below a high score of 76 in 1994.

In mergers and acquisitions, the customer gets left behind. During several years in which mergers have been prevalent, customer satisfaction with the **commercial banking** industry has dropped from a stable 74 (1994 through 1996) to 70 today. “Bank mergers have hurt customer satisfaction in most cases,” according to Jack West of the ASQ. “One year ago, the ACSI measured 10 major commercial banks. In the past year these same banks have combined to seven... (Of those)... in

The ACSI Index is the only uniform, national, cross-industry indicator in the United States that links customer satisfaction of U.S. household customers with performance. It measures the satisfaction of U.S. household customers with the quality of the goods and services available to them – both those produced within the U.S. and imported from foreign firms that have a substantial market share of dollar sales.

The indicator, is produced through a partnership of the **University of Michigan Business School, ASQ** and **Arthur Andersen**. **Q.**



by Raymond E. Dyer,
Koalaty Kid Chair




Koalaty Kid Workbook Uses Baldrige Criteria by JP Amiel

Milwaukee — Since the ASQ Koalaty Kid Alliance completed a pilot study of its training initiatives in 1997, it has committed to providing an ongoing resource for member schools to measure their improvement. A design team of quality professionals, educators, and writers worked with representatives from each customer base to produce *A Guide to Performance Excellence for Schools*, a self-assessment workbook for schools seeking to improve student learning through quality processes.

The workbook was designed with the Malcolm Baldrige Award (MBA) criteria in mind. For schools in the early stages of total quality implementation, the time and energy required to complete a MBA-based assessment can make it a formidable task. While still affirming the

value of the Baldrige Award process, efforts have been made to keep the Koalaty Kid guide simple for beginners.

A school team unprepared to complete a robust self-assessment the first year may create a “snapshot” by gauging itself against *rubrics* presented in each section and including documentation of the school’s performance as baseline data. In successive years, improvement efforts can be recorded in a consistent format. For schools reaching the advanced quality level, the workbook can be considered preparation for state and national quality award applications.

For more information about this guide, call Crista Toensing at 800-248-1946. 

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Selection criteria:

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- Three years experience in Quality/reliability in an electro-mechanical manufacturing environment.
- Knowledge of ISO 9001, QS 9000, FMEA and statistics.
- Bilingualism.

Salary:

- According to experience and qualifications.

Send your *Curriculum Vitae* to:

Carmela Martino,

ILCO UNICAN, 7301 boul. Décarie, Montréal,
Québec, H4P 2G7, or fax to (514) 735-5732.

YOUR AD RIGHT HERE !!

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e-mail me at jpamiel@asqnet.org

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 June 7th - 11th (Montreal - French)

ISO 9000 Internal Auditor \$795

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 March 1st - 5th (Vancouver)
 March 22nd - 26th (Montreal)
 March 22nd - 26th (Vancouver)

ISO 14001 Internal Auditor \$795

March 8th - 9th (Mississauga)
 March 15th - 16th (English - Montreal)

ISO 9000 / 14001 Integration \$795

April 27th - 28th (English - Montreal)

ISO 14001 Environmental Aspects Workshop \$295

March 2nd (English - Montreal)
 March 12th (Mississauga)



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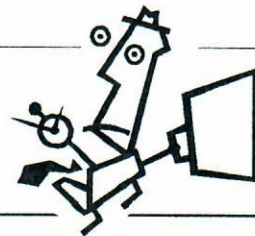
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Executive Committee Meeting Summaries

by Keith FORCIER, Secretary
KGFSERVICE@aol.com



The Annual Assembly February 10th, 1999

The meeting was held at the *Paris-Beurre Restaurant* in Outremont. Thirty-two members attended this event.

J.P. Amiel, Montreal Section Chair, opened the meeting by thanking everyone for their interest in Section events. He hoped that this would be a trend. Here are the main points of the meeting:

1. The present Executive members introduced themselves and briefly described their role on the Committee to the attendees.
 - ◆ J.P. AMIEL briefly described to the attendees, the events and programs that the executive is currently working on, such as the Section Management Plan (SMP) and the membership survey.
 - ◆ G. YEDYNAK presented a sound financial situation of the Section, and is working on the upcoming budget.


- ◆ Inteaz ALLI described the letter campaign to new members and the preparation of the membership survey.
 - ◆ B.DOIRON presented a brief summary of some of the past events.
 - ◆ Raymond DYER described the Koality Kid (KK) program that the Section sponsors for Allion Elementary School and introduced Wanda BERLIN. She has been coordinating new events and participating in the KK training program in Ottawa.
 - ◆ David TOZER explained that there was an interest from many members as to correspondence courses.
 - ◆ Norman DICKINSON briefly reported the number of persons writing the various ASQ certification exams.
2. B.DOIRON presented a motion to approve the *Section By-laws*. These were approved unanimously.
 3. B.DOIRON, election president,

presented the Executive's recommended slate of Officers for the Executive Committee for 1999/2000. It was approved unanimously. The Officers are:

Chair: Raymond DYER
Vice Chair: Keith FORCIER
Secretary: Rob FAIRBAIRN*
Treasurer: Eric STERN

* Rob Fairbairn replaced Gerry YEDYNAK who later desisted.

J.P. closed the official meeting by again thanking all attendees and then wishing them all a *bon appetit*.

To attend any of the Executive Meetings, contact Keith FORCIER at (450) 434-0216. 

EXECUTIVE COMMITTEES	
Date	Meeting Type
20 April	Planning / Training
18 May	Executive
15 June	Executive

SÉCURITEX Presents The Design, Manufacture and Testing of Hazardous Environment Garments

An event organised by the ASQ Section Quebecoise

DATE: WEDNESDAY, APRIL 21, 1999

TIME: 18:00 PM

PLACE: Sécuritex, 42 boulevard Saint Laurent,
Montreal, 6th Floor

COST: \$15. Light refreshments will be served.

Please reserve with *Robert GAGNE* of the Section Quebecoise at (514) 993-2723.



ISO 9000 Lead Auditor

Accredited by RAB and IATCA

Who should attend?

Individuals who will be responsible for conducting or managing audits internally and/or externally. This course is accredited and fulfils the training requirements for individuals who wish to become Lead Auditors.

Objectives

This workshop will give you proven methods for auditing an ISO 9000 series quality system. Practical workshops will take you step-by-step through the auditing process, from establishing an audit program and audit planning to final assessment of the quality system.

Outline

Course topics will include:

- Requirements of ISO 9000 Series;
- Manual and documentation reviews;
- Basics of auditing;
- Internal audit program management;
- Efficient pre- and post-audit meetings;
- Gathering information/evidence;
- Communication/behaviour/resistance; and
- Audit reporting/writing.

The material will be covered over a 5-day period by a combination of seminar presentations, practical workshops and participant presentations, exercises and quizzes. There will be a final 2-hour examination.

Standards Included

- ISO 9001:1994 Model for Quality Assurance in Design, Development, Production, Installation and Services
- ISO 10011-1/2/3 Guidelines for Auditing Quality Systems
- Audit Checklist

Prerequisites

Attendance at an ISO 9000 essentials course or knowledge of ISO 9001-1994



To Register Call:

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The opinions expressed in the Newsletter are those of the authors and not necessarily those of ASQ. Articles may be reproduced if the source is stated.

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 designated **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

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1/2 page	\$ 135	\$ 165
3/4 page	\$ 175	\$ 210
1 page	\$ 200	\$ 240
2 pages	\$ 330	\$ 380

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