



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



That's It, I'm Outta Here

This will probably be my last opportunity to speak to you as *Section Chair*. This experience has been mostly fun and I encourage you to come and participate at our Executive Committees. I believe that if you can't have fun while doing something that is supposed to be worthwhile then it probably isn't worthwhile.

Don't believe that our meetings were all play and no work. You can read our summary report of activities and see our accomplishments. We had set many goals for ourselves — increasing member participation, not only at Events but also at our Executive, doing a telephone survey, providing a good newsletter and interesting events, and seeking closer relations with other interest groups. Some were successful while others have been started and will soon be completed. You can read more details in Rob's summary of the SMP.

As far as my tenure at the helm, my many thanks go out to my Executive team for putting up with not only my wisps of humour (that's what I call it) but also the Donini pizzas, the only salary they got this year. Its with their help that we have managed to complete our objectives.

Of course, clients are never forgotten. That's you guys ! I want to thank you most of all for putting up with our experiments in mass faxes, e-mails, websites and personal telephone surveys. Through it all, our commitment has always been to promote and enhance the quality profession by providing you with information, educational programs and timely events. I hope that we are and remain worthy of your continued support and that we will have an opportunity to meet at future events.

Oh, don't let that headline confuse you. I'll still be somewhere in the background for a while. It's just that after so many years it's difficult to leave « cold turkey ». So, I leave you in the capable hands of Raymond DYER and his almost « new » Executive Committee and I am sure they'll do an excellent job in the coming months.

Well, enough said for the moment. Again, thank-you and I'll see you September (Mmh, I feel like a song coming on ...)

Jean-Pierre Amiel, B.Tech., Montreal Section Chair

Inside this issue:

| | |
|--------------------------------|----|
| Editor's corner | 2 |
| Coming Events | 2 |
| Quality Notes | 4 |
| Executive meetings | 5 |
| Newsletter Deadlines | 5 |
| Members' Corner | 6 |
| Koalaty Kid | 12 |
| The Section management Program | 14 |
| Adverstising Rates | 16 |

Special points of interest:

- A Word or Two from Your Chair-Elect
- A Major Overhaul With Significant Changes (A Personnal Look at ISO 9000: 2000 CD2)
- Section Notices
- Assessors Wanted for the Grand Prix Québécois de la Qualité
- To Know Our Members
- Montreal Section Membership Survey Results
- ASQ Certification Dates



The Editor's Corner

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

Ha! The New Generation!

What can I say? Ray DYER, my new boss thinks I am doing so well that I can always fill ALL the pages of the *Newsletter*, and with July almost here, what can I say.... HELP !!

Many things are happening at ASQ HQ. It announced it was now in the qualification business as part of the new TL9000 standard. They have also completed a very successful season of black belt training (no, not karate, Six Sigma) and has run its 52nd AQC under the California sun.

Locally, your Executive is finalizing the activities of its 49th season. That's right, we celebrate the big 5-0 next year. Will you come out to eat some cake with us? We are putting the finishing touches to the 99-00 (??) SMP for next year. You can read about the SMP in this *Newsletter*. We have completed our telephone survey and the results are interesting, so is Ray's analysis of our membership. Discover his report in these pages.

Need a change from ISO ? How about participating in

the Quebec government's Grand Prix de la Qualité? See the article on volunteering to be an assessors, evaluate organizations, learn the QUALIMetre and participate in a program with visibility.

Amongst the many members who came to our Networking event in May, we congratulate Ms Annie KRISTEL who got to keep our door prize book. This time we selected to take a more jovial approach to quality and gave away Dilbert's philosophy *It's obvious You Won't Survive by Your Own Wits Alone*, Scott Adams' reflections on the business world.

For the *Newsletter* to be of interest to you, we need to know what to cover in terms of news. I would like to publish suggestions or solutions to typical everyday problems in the quality field. To share, or propose subjects for future articles give me a call at (514) 280-5412, fax your thoughts to (514) 280-6004 or e-mail me at jpamiel@asqnet.org.

One last thought — Leave it to software people to come up with Y2K, a three-letter acronym, to describe a multibillion dollar program which originally started out as a saving of two letters (99 instead of 1999). Q

Coming Events

By Bernard DOIRON, Programs Chair

Time to take a summer break. Here is the preliminary list of upcoming events. Watch the *Newsletter* for more details in the coming months. I will be glad to answer questions and take your recommendations. You may contact me, Bernard DOIRON at (450) 653-4879 or fax (450) 653-5585. Have a good summer vacation. Q

| Event Date | Description of Planned Event |
|------------------|---|
| 13 October 1999 | Event To be Finalized |
| 10 November 1999 | Event To be Finalized |
| 9 February 2000 | Annual General Assembly |
| 8 March 2000 | ISO 9000: 2000 <i>An Update</i> on the Standard |
| 12 April 2000 | ISO 9000: 2000 <i>The Registrar's Point of View</i> |
| 10 May 2000 | New and Not-So-Old Members' Night |

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

A Major Overhaul With Significant Changes

A Personal Look at the ISO 9000:2000 CD2, by JP Amiel, Newsletter Editor

At the Section's May meeting, **Robert STEVENS**, Chair of Canada's Technical Committee, presented the text for the second edition of the Committee Draft (CD2) of ISO-9001:2000. The committee met in Vancouver to agree on its inputs to the text. The next step is San Francisco in September 1999. As tThis looked to me like a ma-

Essential Changes to the ISO 9000 Series

In order to reflect modern management approaches and to improve normal organizational practices it was found useful and necessary to introduce structural changes to the standards while maintaining the essential requirements of the current standards. The current ISO 9000 family of standards contains **over 20** standards and documents. This proliferation of standards has been a particular concern of ISO 9000 users and customers.

So, the new quality management standards consist of **three** primary standards supported by *technical reports*. The key points in the current standards have been integrated into those standards. Sector needs will be addressed while maintaining

the generic nature of the standards. They are :

- ◆ **ISO 9000:** *Quality management systems - Concepts & vocabulary*
- ◆ **ISO 9001:** *Quality management systems - Requirements*
- ◆ **ISO 9004:** *Quality management systems - Guidelines*

The standards now refer to *Quality Management Systems* (QMS) — no more talk of *quality assurance* models.

In addition to those core standards, **ISO 10011**, the *auditing standard*, is in the process of revision and will be consolidated with the current ISO 14010, ISO 14011 and ISO 14012 environmental auditing standards.

A "Consistent Pair"

The ISO 9001 and 9004 standards are being developed as a "*consistent pair*" of quality management standards.

Whereas ISO 9001 addresses the quality management system **requirements** for an organization to demonstrate its capability to meet customer needs, ISO 9004 is intended to lead towards the **development** of a comprehensive quality management system, designed to address the needs of all interested parties.

By the way, in the new ISO 9000 vocabulary, the **organization** develops the QMS, contracts to the **customer** and uses **suppliers**. *No more interpretations or guesses!*

See ISO 9000:2000 on Page 8



A TIMELY NEW BOOK !!

ISO 9000-2000, WORKING WITH THE UPCOMING CHANGES

by JIM NORFOLK, President, QUALITY MANAGEMENT INTERNATIONAL LIMITED

This book is a **personal analysis** of what the changes to the new *ISO 9000* mean. The book is :

- ◆ Written in *plain* English, plenty of examples ;
- ◆ Based on *twenty-five years* of practical experience ;
- ◆ For companies working to ISO 9000 *and* those who need *entry level instruction* ;
- ◆ Discusses the changing focus from *process management* to customer satisfaction, management leadership, continuous improvement and its impact on *Quality Management* ;

- ◆ Looks at how the changes will bring management closer to *Total Quality* concepts.

The author also covers **what is** ISO 9000-2000, **explains** the requirements, **compares** the two versions and what to do to get **certified**, how to **write quality** documents and how to **choose** a consultant.

This book is available directly from the author. Call **Jim NORFOLK** at (506) 633-2060, e-mail **qmij@nb.sympatico.ca**. or write him at 55 Morley Crescent, Saint John, New Brunswick, E2J 2X5.

ISBN 0-9685021-0-5



New Names on the Section's Executive

The 1999-2000 Executive Committee includes *three* new members. **Wanda BERLIN** will be hopping back and forth between Kingston (yep, Ontario) and Lasalle to talk Koalaty Kid. **Eric STERN** takes over the purse strings from **Gerry YEDYNAK**. Although Gerry's name doesn't appear often in these pages, he has done an excellent job at managing our accounts, thus ensuring that these pages get to you. We also welcome **Serge ZAGURY**, a member of the *textile industry*. He will look after your Section's on-line data access.

Welcome aboard to all of you !!

A New Webmaster

Norman **DICKINSON** has agreed to take on the position of *Section Internet Liaison*. He has a wealth of computer experience, excellent Internet knowledge, and PC capabilities that far exceed what Ray has had to work with from home over the last year. Your Executive is pleased with the progress made using Internet technology to reach our members (Mostly the work of

JP and Ray with inputs from others such as Norman).

Indications are clear that **e-mail** and **Internet Technology** are increasingly being adopted for both professional and personal communications and we have an obligation to take advantage of this so as to provide members with the best and most effective services possible.

We are confident that Norman will bring the Section up to the next platform of performance and promises to continue providing as much help in this area as he can. To give assistance or submit suggestions contact Norman at (514) 334-6102 or e-mail him at n.dickinson@asqnet.org.

A Different House of Quality

Ever hear of **Habitat for Humanity**? It's an American organization that uses sweat equity to provide homes for low-income families. That concept, promoted by US ex-president **Jimmy CARTER** and the team of the Learning Channel's **Hometime** program amongst others, has reclaimed thousands of abandoned housing and rebuilt neigh-

bourhoods.

How about putting your handy (person?) skills to good use and build or renovate a *house* which will become someone's *home*? **Eric STERN**, our new Treasurer, is looking for able persons to create a *quality team*. The project is for August. Give Eric a call at (514) 483-6264.

A Wealthy Quality Link

For a wealth of World Wide Links to quality-related websites, visit <http://lib.upm.edu.my/iistqm.html>.

Correct Names, Addresses, Etc., Please !!

We've been sending event reminders and job opportunities by **e-mail**. *Interested?*

Membership renewal is a great time to update your member records. We have found our database has obvious errors such as incorrect spellings, wrong phone/fax numbers, et. al. Only **you**, the member, can correct this by calling **ASQ** at **1-800-248-1946**. *Q*

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A Word or Two from Your Chair-Elect,

by Raymond DYER, Incoming Chair

Summer vacations are coming. You will note a lot less ASQ activity from your Section for a few months (events, courses, etc.). Your Section's Executive will also see reduced activities but there are still things to be done. **July 1, 1999** marks the *official* transition from the current Executive to the one elected back in February of this year. Much preparation and documentation has to be sent to ASQ HQ and/or transferred amongst Executive members during this time.

I will be taking over the chairmanship of the Section but will be fortunate in having an Executive composed of at least 5 past Section Chairs (talk about continuing support!).

I want to take this opportunity to thank the current

Executive for the work and effort they've put in this year. I'd like to particularly thank the current Section Chair, Jean-Pierre AMIEL, for all the hard work and leadership he provided. He held several roles in addition to that of Section Chair and helped the Executive struggle through the confusing change in ASQ requirements whereby two Executives coexist during half of their mandate!

Jean-Pierre has promised (threatened) to retire on many occasions, however, he is a very dedicated member to the cause and has agreed to continue helping the Executive next year. I'd say a lot more about Jean-Pierre, unfortunately, he often reminds me to be brief and he does have the last word (seeing as he is also the Newsletter Editor). I'll limit myself to thanking him for his leadership, coaching, and continued support. ☺



SECTION NOTICES

Here are the deadlines for the upcoming Newsletters. Call **JP AMIEL** (514) 280-5412 or e-mail me at jpamiel@asqnet.org

| Issue | Deadline Date |
|---------------|-------------------|
| October 1999 | 17 September 1999 |
| November 1999 | 15 October 1999 |
| January 2000 | 12 November 1999 |
| February 2000 | 14 January 2000 |
| March 2000 | 11 February 2000 |
| April 2000 | 17 March 2000 |
| May 2000 | 14 April 2000 |
| June 2000 | 12 May 2000 |
| July 2000 | 9 June 2000 |

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

YOU ARE MOST CERTAINLY WELCOME !!!
 Executive Committee meetings are open to all members. Come and share your ideas with us. If you wish to attend, or want more information, please contact Keith FORCIER at (450) 434-0216 or Ray DYER at (514) 397-6190. ☺

| EXECUTIVE COMMITTEES | |
|----------------------|---------------------|
| Date | Meeting Type |
| 15 Sept 1999 | Executive |
| 20 Oct. 1999 | Executive |
| 17 Nov. 1999 | Executive |
| 15 Dec. 1999 | Executive |
| 19 Jan. 2000 | Executive |
| 9 Feb. 2000 | Annual Assembly |
| 15 Mar. 2000 | Planning / Training |
| 19 April 2000 | Planning / Training |
| 17 May 2000 | Executive |
| 14 June 2000 | Executive |



Members' Corner

Welcome to the following new members :

- ◆ Remus Baias
- ◆ Jacques V. Beaulieu, Laboratoire de Béton (1997) Ltee
- ◆ Christiane Boucher, Metaux Castle
- ◆ Marc Chatillon, Laboratoire de Béton (1997) Ltee
- ◆ Andre Contant, CRCAC Inc
- ◆ Pierre Lamothe, Laboratoire de Béton (1997) Ltee
- ◆ Luc Leger, Les Laboratoires Outaouais Inc.
- ◆ Tim Leitao, Poitras Foundry
- ◆ Kam H. Leung
- ◆ Marie Provencher, Hydro-Québec

To Know Our members

by Raymond E. DYER, Database Chair

As of the end of March 1999, the ASQ Montreal Section had 421 members. This number fluctuates during the year due to renewals and departures. Here are some interesting *factoids* that we can gather from ASQ's database information.

Most of our members tend to choose divisions dealing with *quality functions* rather than *industry group*.

Of that total number, 135 (32%) were also members of the **Quality Management Division**; 77 (18%) were in the **Quality Audit Division**, 52 (12%) were in the **Statistics Division**, 42 (10%) were part of the **Software Division**. There were 38 (9%) in the **Measurement Quality Division**, 37 (9%) with the **Inspection Division**, and the next largest category was the **Reliability Division** at 33 (8%) members. Some of our members are associated with more than one Division.

It is interesting to note that most of our members tend to choose divisions dealing with *quality functions* rather than industry group (Software Division being the exception). This trend in our membership, in part, probably explains why our Section has tended to aim at providing *generic* quality events (e.g. ISO 9001:2000, Quality Tools, Qualimètre, etc.) rather than *industry* specific ones.

Also of interest from this same sample of members are the number of **ASQ Certifications** held by our members. There are 38 (9%) **CQAs**, 18 (4%) **CQEs** and 6 (1%) are **Certified Quality Managers**. Then there are 4 (1%) **CSQEs**, the same number of **CMIs** and **CQTs**, and not forgotten, 3 (1%) **CREs**.

A primary conclusion — If you are *ASQ Certified*, you now know you belong to a very small and select portion of your Section's membership !! *Q*

EMPLOYMENT OPPORTUNITY — SOFTWARE QA MANAGER

Bizware Software Solutions Inc., the leading developer of accounting and management software for the retail petroleum industry, is currently seeking an energetic and dynamic individual to manage our **Quality Assurance Department**.

The ideal candidate will have experience in Windows-based computer software testing as well as knowledge of the current industry standard testing

application. If you are qualified and would like to join the Bizware team, please send your CV to :

Bizware Software Solutions Inc.
Mr. James Bennett, Marketing Manager
8250 Décarie blvd., Suite 110
Montreal (QC) Canada, H4P 2P5
james.bennett@bizware.ca
Fax: (514) 341-8999

Improving the quality of your Software Products with ISO, IEEE and RTCA toolbox

FOCUS → SOFTWARE QUALITY SYSTEM

- In these sessions you will learn about :
 - Using a Product Oriented Approach to Develop and Maintain an Effective Software Quality System
 - The requirements of ISO 9001:1994 for Software Products
 - The requirements of ISO 9000-3:1997 for Software Products
 - The 17+1 Software Life Cycle Processes of ISO 12207:1995
 - The Software Life Cycle Processes of IEEE 12207:1996 and two additional guides
 - Integrating Software life cycle processes (ISO/IEEE 12207) as part of your Software Quality System (ISO 9001:1994)
 - The Software Considerations in Airborne Systems with the RTCA/DO-178B
 - Defining, documenting and implementing a Software acquisition Process with IEEE 1062

FOCUS → SOFTWARE PROJECT PLANNING

- In these sessions you will learn about defining and documenting :
 - Software Quality Activities with IEEE 730
 - Software Development Activities with IEEE 1058
 - Software Configuration Management Activities with IEEE 828
 - Software Verification and Validation Activities and reports with IEEE 1012
 - Software Project Activities with ISO and IEEE 730, 828, 1012 and 1058 Standards
 - Software Test Activities with IEEE 829
 - Software Maintenance Activities with IEEE 1219
 - Software Planning Documents - Just In Time for delivery to your customer

FOCUS → SOFTWARE PRODUCT DOCUMENTATION

- In these sessions you will learn about defining and documenting :
 - Software Requirements with IEEE 830
 - Software Design with IEEE 1016
 - Software Test Procedures and Reports with IEEE 829
 - Software User Documentation with IEEE 1063

FOCUS → SOFTWARE QUALITY AUDITS AND PROCESS ASSESSMENT

- In these sessions you will learn to perform :
 - Software Quality System audit on Suppliers with ISO 10011
 - Software Project audit on Suppliers with ISO 10011
 - Software Functional and Physical audit with IEEE 1028
 - Internal Software Process Assessment with ISO 15504 (available soon)
 - Software Supplier's Capability Evaluation with ISO 15504 (available soon)

FOCUS → SOFTWARE EQUIPMENT CERTIFICATION IN AIRBORNE SYSTEMS

- Learn about the RTCA/DO-178B requirements for the Software Equipment Certification in Airborne Systems

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CONTACT

- François Ouellette, President of LogiQual inc.
- 3193, Ovila Hamel Street, Suite 502, Saint-Hubert (Quebec), Canada J3Y 8R6
- Tel: (450) 445-6291 Fax: (450) 445-2654 e-mail : f_ouellette@logiqual.qc.ca

ISO-9000 : 2000 — A Personal Look

Continued from Page 3

The revisions of the standards have been prepared using **eight quality management principles** which reflect best management practices :

- Customer focused organization;
- Leadership;
- Involvement of people;
- Process approach;
- System approach to management;
- Continual improvement;
- Factual approach to decision making;
- Mutually beneficial supplier relationship.

ISO 9000 will be applicable to **all** organizations, products and services, and will replace the current ISO 9001, 9002 and 9003. It will be used for the certification of Quality Management Systems and may be the basis for contractual agreements.

ISO 9004 will be the *guidance* standard and is designed to go beyond quality management requirements to the pursuit of organizational excellence and benefits to all

interested parties.

Aims and Mission

The primary aim of the pair is to relate *modern quality management* to the actual processes and activities of an organization including the promotion of continual improvement and achievement of customer satisfaction. Furthermore, it is intended that the standards should have global applicability.

The main principles driving the revision process, among others, are:

- Applicability to all product and service sectors and to all sizes of organizations.
- Simplicity to use, clear in language, readily translatable and easily understandable.
- Ability to connect the QMS to the organizational processes.
- Greater orientation towards continual improvement and customer satisfaction.
- Compatibility with other management systems, such as ISO 14000 for Environment.
- Provide a consistent basis, address primary needs and interests of organizations in sectors such

as aerospace, automotive, telecommunications, medical devices, et. al..

It is thus hoped that all organizations, whether private or public, large or small, producing manufactured goods, services, or software, are being offered tools with which to organise their activities, in order to achieve internal and external benefits.

Main Features and Changes

The standards facilitate a more user-friendly introduction of *Quality Management Systems* into an organization. Their structure follow the typical format of the four main processes of an organization so as to enable the QMS to be aligned to its operations. It covers all activities of an organization and is aimed at giving assurance to customers that all the processes of an organization are being addressed. It reflects Deming's cycle approach of **Plan-Do-Check-Act** and introduces the "*continual improvement*" concept intended to stimulate the efficiency of the organization.

See ISO 9000:2000 on Page 9



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ISO-9000 : 2000 — A Personal Look

Continued from Page 3

This also leads to increase competitive advantage in the market and better respond to customers' needs and expectations.

Tailoring

The new ISO 9001 permits the organization to **omit** certain defined requirements that don't apply to a particular organization, typically **Design and Development**, for those organizations who would today register to ISO 9002 or ISO 9003.

Process model

The revised standard includes a radical change in structure, which, while retaining the essence of the original requirements, repositions the 20 elements of the current ISO 9001:1994 and the guidelines of ISO 9004-1:1994 into **four** main chapters:

- **Management responsibility**
- **Resource management**
- **Management of processes**
- **Measurement, analysis and improvement**

Other introductory chapters give more additional indications of a general but important nature.

Continual Improvement

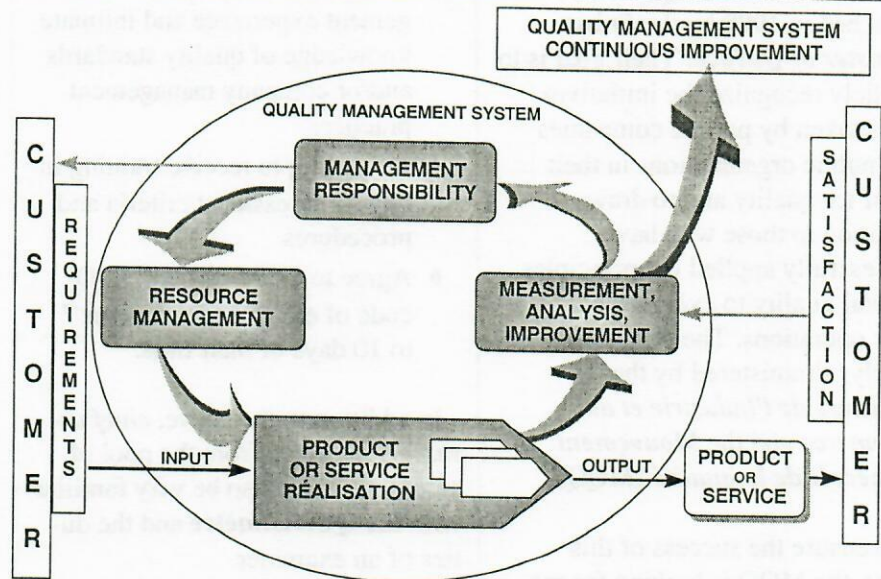
An enhanced requirement for "continual improvement" has been introduced, as well as additional requirements concerning "tailoring" of the standard, a way to cope with the wide spectrum of organizations and activities.

Customer Satisfaction

Another new item has been addressed with the requirement that measurements be extended to eval-

mation, communication, infrastructures and work environment protection.

Terminology



The ISO 9000 : 2000 Quality System Management Model

uate *customer satisfaction*, providing key information for continual improvement.


Statistical Techniques

A similar effect is expected from the use of *statistical techniques*, which are more clearly addressed in ISO 9001, and from the *enhancement of the communication* between the organization and the customers in order to clarify their requirements, needs and expectations.

Resources

Attention has been placed on the need to provide and make available the necessary resources. This is now included in elements such as infor-

The most important changes concern the use of the term "organization" instead of "supplier", still used in the current standards, and the use of the expression "product and service", where the two terms now reflect their original meaning (avoiding the un-natural use of "product" to include also "service"). This last change responds to the need of being more consistent and friendly with the normal use and meaning of the words.

For further information on ISO, their work or the standards they publish, visit their home page website at www.iso.ch. 



WE ALWAYS HAVE SPACE FOR YOUR ADS

Please call JP Amiel at (514) 485-7359 or
e-mail me at jpamiel@asqnet.org



ASSESSORS WANTED !!

The "Grands Prix Québécois de la Qualité"

The Grands Prix Québécois de la Qualité (GPQQ) were launched in 1998 by the *Prime Minister of Québec*. Their goal is to publicly recognize the initiatives undertaken by private companies and public organizations in their quest for quality and to draw attention to those who have successfully applied the principles of total quality to every aspect of their operations. The prizes are jointly administered by the *Ministère de l'Industrie et du Commerce* and the *Mouvement québécois de la qualité* (MQQ).

To ensure the success of this event, the MQQ is looking for management experts and professionals to volunteer as assessor team members and chief assessors. Your main task will be to assess nominations based on certain criteria and, if necessary, visit the candidate organizations in person.

Candidate assessors must :

- ◆ Possess a widely varied management experience and intimate knowledge of quality standards and/or company management practices
- ◆ Be willing to receive training in GPQQ assessment criteria and procedures
- ◆ Agree to abide by the GPQQ code of ethics and volunteer 7 to 10 days of their time.

In addition to the above, *chief assessors*, selected from the pool of assessors, must also be very familiar with the **QUALImètre** and the duties of an examiner.

Your participation in the program offers you the following benefits :


- ◆ Training in the GPQQ evaluation criteria ;
- ◆ An opportunity to become a certified **QUALImètre** facilitator ;

- ◆ Being able to mention your involvement in your promotional materials ;
- ◆ Become familiar with winning practices of organizations ;
- ◆ Broaden your professional and business network ;
- ◆ Ensure recognition of your extensive management knowledge and experience.

For more information, please contact **Jean-Guy Legendre** at :

Mouvement québécois de la qualité
455 rue Saint-Antoine Ouest,
Bureau 404,
Montréal (Qc), H2Z 1J1

Phone : (514) 874-9933 ext. 229,
Fax : (514) 866-4600
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Visit the *MQQ* website at www.qualite.qc.ca. 

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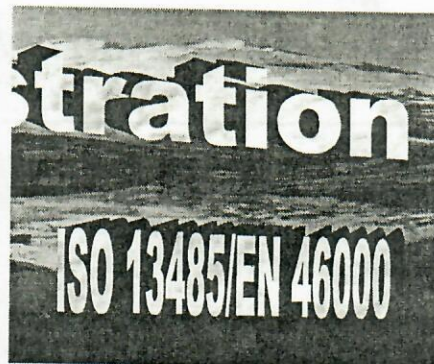


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ISO 9000

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Dates to be Arranged

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by Raymond E. Dyer,
Koalaty Kid Chair



KOALATY KID CONFERENCE 1999, KINGSPORT, TENNESSEE

A summary by Frank DOTTIN, Principal, Allion Elementary School

The 10th Annual Koalaty Kid Conference was held at the Meadow View Conference Center in Kingsport, Tennessee last April.

Approximately 325 participants from around the globe participated at the conference titled "Northeast Tennessee's Quality Quilt – Piecing together Education Partnerships."

At one of the pre-conference activities, on Saturday, April 10, Sally DUNCAN provided a day-long energetic session on quality tools and the P-D-S-A process. Many participants were from Sweden. Storyboard displays provided an interesting array of improvement projects from many schools and gave the participants many ideas and an opportunity for networking.

A workshop on "Ten easy-steps for solving a problem or making a data driven decision using the Plan-Do-Study-Act process" by Jean BILLIG-MASIKO was very informative and interactive. Participants had a chance to use a simulated project of "using my time more effectively in the morning" through the use of a flow diagram.

The conference highlighted the model used in twelve Northeast Tennessee schools and featured sessions by local Koalaty Kid (KK) leaders, a panel discussion on education partnerships, and tours of six area KK schools.

The regional KK Coordinator, shared highlights of his program's successes over the past two years. He explained :

"... what we have done is to get the entire school systems involved, so that the people paying for the training are the school systems – not the individual schools. By getting every one from teachers to principals involved, there is a greater sense of ownership in the program..."

Margaret BYRNES presented Dr. Deming's Theory of profound knowledge psychology in — "You, your system, and the at-risk student". The theory describes the notions that **an effective and efficient** Educational System (district, schools, classrooms) must show transformational leadership; be customer focussed and plan for continuous process improvement. All parts of the system must work inter-dependently in order to achieve the "aim" of the organisation.

The Partnership in Education Journey of "Learning to love & Loving to learn", was presented by Fred KHAVARI, Total Quality Manager at Cutler-Hammer, a KK sponsor. He explained how Industry and elementary education become partners.

This conference provided us with the chance to network and share ideas for future continuous improvement projects in our organizations. At the closing session, the ASQ Alliance thanked members for their participation. Allion Elementary School also won a \$500 grant — one of the ASQ Electronics Division's 1999 Computer & Internet drawings !!

The KK Conference : A personal view

By Renaud LABESSE, Grade 5,
French Immersion Teacher

The Koalaty Kid Conference was a first experience for me.

First, I have to say that I was really impressed to see that so many people from different countries like Sweden, the Netherlands, Colombia, the United States and Canada were participating. It gave me a new approach to the Koalaty Kid program by showing me how I could use some of the tools in my classroom. I also learned that Koalaty Kid was not only a "problem approach" program but was also made to sensitize kids about their own learning.

I learned a lot from the sessions where it was shown how to use the Koalaty Kid tools in the classroom. It was even more interesting to see how some of these tools could actually be used to teach some of my subjects like geography and french.

Now I'm back in school with new ideas to improve both my teaching methods and my students' learning.

Congratulations and best of luck to Frank DOTTIN for his recent promotion to a new post in the Lester B. Pearson School Board. We also look forward to a continued KK support with Allion's new principal.

For more information on the KK program, visit the KK Web Site at www.koalitykid.asq.org. Q

Montreal Section Membership Survey results

By Inteaz ALLI, Membership Chair



As you read in the December Newsletter, the Executive Committee members were to canvas members for a survey in an effort to identify your needs and evaluate our performance. In fact, this survey was conducted in February.

We chose a **sample of 180 members** in the Greater Montreal region, and each Executive Committee member had 20 members to survey — definitely a little bit of effort was required from all of us. Of the planned sample, we eventually contacted 53 members (24.9% of the target, not including ourselves).

Events

Of those surveyed, more than 87% knew that we organized regular events, and the *Newsletter* was cited as the information medium of choice. Although 74% did have an interest in attending, availability, time and topic were the factors affecting attendance at these events. Tuesday (51%) and Wednesday (64%) are the favourite days of the week for

holding the events as well as 87% preferred afternoon or evening sessions. More than half (53%), preferred meeting in the West Island.

There were a number of suggested topics presented for our evaluation. Included in that lot was hands-on type of events for SPC, Design of experiments, Process engineering, Inspection, ISO 9000, QS 9000, Management systems, QC Tools, Pharmaceutical, Medical devices, Laboratory, Reliability, etc. Although many are specific to a specialty, we will review these and see what we can offer next year.

Communications

The *Section's Newsletter* received a 96% satisfaction rating (This is a good reflection on the hard work that the past Editors — **Neil ASBIL**, **Gillian GLOVER** and **J.P. AMIEL**, have put into the Section's biggest communication medium).

Section Services


Also, 62% were not only aware of what other services we provided,

but 43% were satisfied with that. We also note that although 53% had no comment on this, this may mean that there are things we *could be doing*, but members may not know *what exactly*.

Summary

The results suggest that members are aware of, and satisfied with, the Section's present activities. It did not reveal particular needs not currently addressed or being offered. We know, however, that there are always new things to do or try and our *1999-2000 Section Management Plan* will address some of these.

ASQ HQ also conducted a membership survey, both by mail and internet. When those results are available, we will publish them.

Again, thanks to all those who participated in the survey. 

ASQ Certification Exam Dates

| CERTIFICATION | EXAM DATE | APPLICATION DEADLINE |
|--|-----------------|----------------------|
| CQT, CMI, CRE, Certified Quality Manager | 16 October 1999 | 20 August 1999 |
| CQE, CQA, CSQE | 4 December 1999 | 8 October 1999 |
| CQT, CMI, CRE, Certified Quality Manager | 4 March 2000 | 7 January 2000 |
| CQE, CQA, CSQE | 3 June 2000 | 7 April 2000 |
| CQT, CMI, CRE, Certified Quality Manager | 21 October 2000 | 25 August 2000 |
| CQE, CQA, CSQE | 2 December 2000 | 13 October 2000 |



The Section Management Program

by Robert FAIRBAIRN, SMP Chair, Robf@aei.ca

We've come to the end of the 1999-2000 year. ASQ's **Section Management Program (SMP)** is designed to help the Executive Committee stay focused and on track of what they're doing as a *Section*. Here's a brief description of the activity, the goal we'd set to achieve and the status of that activity to date. We've accomplished many of the things we set out to do and I hope that you'll feel, like we do, that you're in a successful Section. **Q**

| Activity | Activity Description | Goal | Status |
|--|---|--|---|
| Recruit two new members on executive committee. | <ul style="list-style-type: none"> • Prepare and publish roles. • Organize yearly meeting with exec. • Inform members of SMP • Inform members | Two new members | <ul style="list-style-type: none"> • Ray published article on Executive roles in January. • Four summaries published. • Four articles on SMP published. • Last network event held in May. |
| Increase new member participation. | <ul style="list-style-type: none"> • Send welcome letters • Publish new members names in Newsletter | 5% increase in new members | <ul style="list-style-type: none"> • Inteaz, Bernard & JP sent letters. • JP publishes names regularly. • Bernard logs new members at meetings. |
| Conduct a need assessment and satisfaction Survey. | <ul style="list-style-type: none"> • Prepare survey and publish • Follow-up and report results | Response 15%, Satisfaction 70% | Executive did telephone survey of 53 of 180 member sample (25%). Satisfaction quite high. Results published in June <i>Newsletter</i> . |
| Ensure continuity of Section | Participate in workshops | Two new leaders trained | Basic training on SMP given to Executive. Next session on ASQ in the fall. |
| Develop network of related organizations | Prepare summary of roles of Section and distribute | Two new partners | JP proposing meetings with leaders of MQQ, Section Québécoise and Software quality group. |
| Section Website | Develop site, report number of hits | Increasing number of hits | Three sites were set up and updated. Number of hits. Shows promise. |
| Promote Koalaty Kid Program | Increase presence and participation in KK school. Expand to other school. | Number of activities and expansion proposal. | Wanda participated in Ottawa KK training with Allion School staff and Ray and her attended various planning meeting and events at Allion School. |
| Promote scope of quality award | Increase visibility of Section | Publicize Awards | No Awards this year. JP is participating in an ASQ committee on Volunteer Recognition. |
| Student branch | Investigate local need | Prepare report. | No activity this year. |
| Improve on-line effectiveness | Encourage e-mail use. | Report on usage | Ongoing as usage grows. Exec. Minutes e-mailed as well as reminders. |
| Provide appropriate monthly events | Organize appropriate events | Eight events and 75% satisfaction | Sevent events held. Participation increased by 53% over last year. |
| Offer training courses for ASQ certification | Provide refresher courses | Two courses and 75% satisfaction | Courses offered but none delivered. |
| Increase awareness and interest in Section | Publish Newsletters with content to increase awareness | Eight newsletters and 75% satisfaction | Eight Newsletters published on time. The member survey shows 96% satisfaction. |
| Promote and increase ASQ certification | Publish articles in Newsletter | Increase of 5% for certification | Six articles were published in the Section Newsletter. Norman reports 31 persons to write certification exams in June. |

ISO 9000 & ISO 14000

1999

TRAINING DATES IN MONTREAL

■ **ISO 9000**
FUNDAMENTALS **\$395.00** PLUS GST
July 12 ▪ August 9 (F) ▪ September 13

■ **ISO 9000**
FOR THE INTERNAL AUDITOR **\$795.00** PLUS GST
July 13-14 ▪ August 10-11 (F) ▪ September 14-15

■ **ISO 14000**
EMS ESSENTIALS **\$895.00** PLUS GST
August 23-24 ▪ September 6-7 (F) ▪ October 4-5

■ **ISO 14000**
EMS INTERNAL AUDITOR **\$895.00** PLUS GST
August 25-26 ▪ September 8-9 (F) ▪ October 6-7

■ **ISO 9000**
QUALITY MANAGEMENT SYSTEM LEAD AUDITOR **\$1,695.00** PLUS GST
July 19-23 ▪ September 27-October 1 (Ottawa)

*ANSI-RAB NAP Accredited. Meets training portion requirements for IATCA auditor certification.

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July 26-30 ▪ August 2-6 (F) ▪ October 18-22

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THE DURATION FOR LEAD AUDITOR COURSES ARE 8:00 AM TO 6:30 PM (MONDAY TO THURSDAY) AND 8:00 AM TO 3:00 PM (FRIDAY, WITH AN EXAMINATION)
FEES INCLUDE COURSE MATERIALS, APPLICABLE STANDARDS, CONTINENTAL BREAKFASTS AND LUNCHES.

To register for these courses, please call:

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Tel: (514) 428-2491 ▪ Fax: (514) 694-9697 ▪ (888) 723-7755

We would be happy to provide you with a full course calendar and course descriptions.



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

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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.

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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

« 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. 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. Q

| 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 |

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www.internauts.ca/~redyer/asq401.html

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