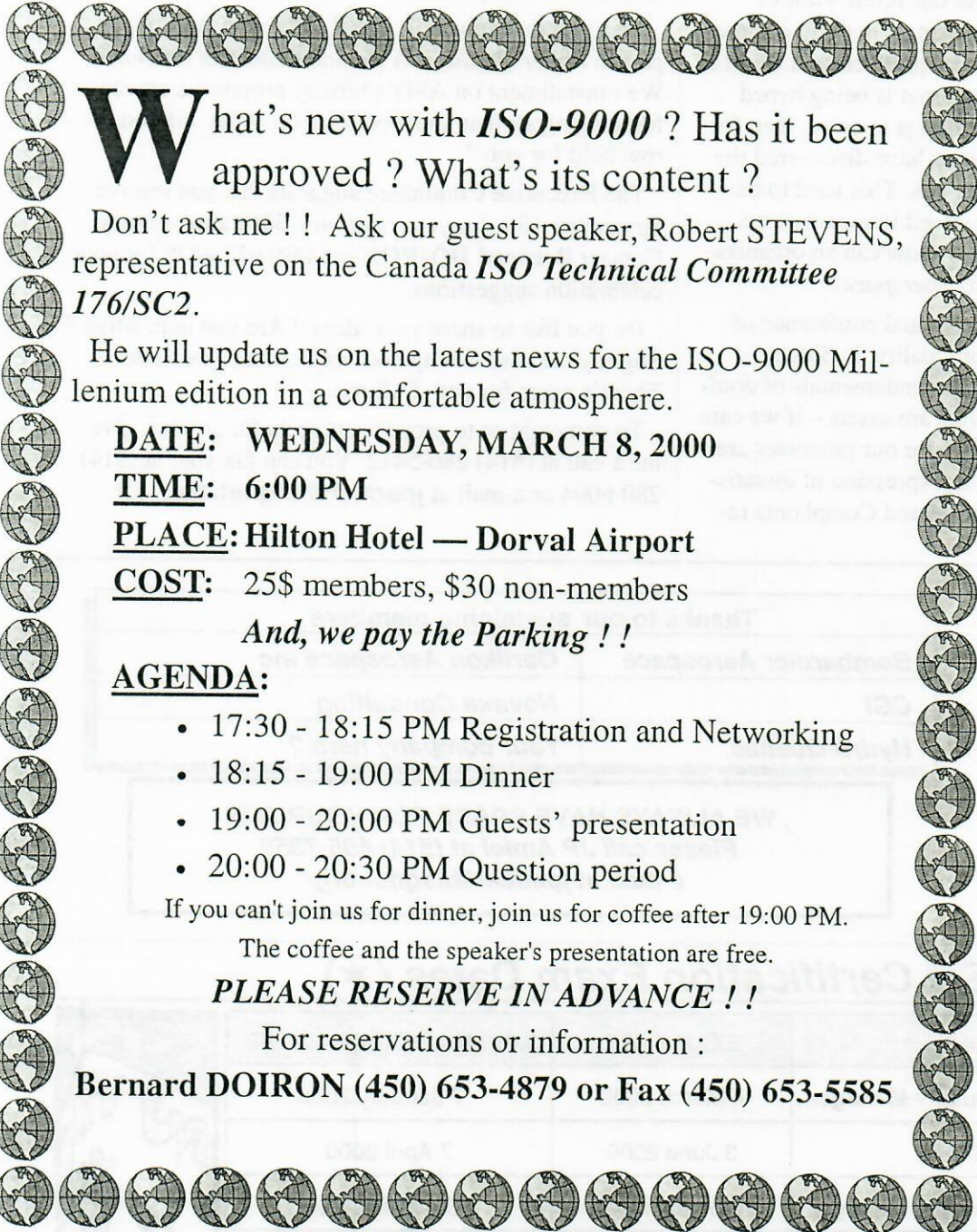The objective of the Newsletter is to increase awareness, interest and involvement in Section activities and quality-related subjects.

What's new with *ISO-9000* ? Has it been approved ? What's its content ?

Don't ask me ! ! Ask our guest speaker, Robert STEVENS, representative on the Canada *ISO Technical Committee 176/SC2*.

He will update us on the latest news for the ISO-9000 Millenium edition in a comfortable atmosphere.

DATE: **WEDNESDAY, MARCH 8, 2000**

TIME: **6:00 PM**

PLACE: Hilton Hotel — Dorval Airport

COST: 25$ members, $30 non-members

And, we pay the Parking ! !

AGENDA:

- 17:30 - 18:15 PM Registration and Networking
- 18:15 - 19:00 PM Dinner
- 19:00 - 20:00 PM Guests' presentation
- 20:00 - 20:30 PM Question period

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

The coffee and the speaker's presentation are free.

PLEASE RESERVE IN ADVANCE ! !

For reservations or information :

Bernard DOIRON (450) 653-4879 or Fax (450) 653-5585

Special points of interest:

- Paper Quality – A Personal Story of Evolution
- Answers to Your Questions
- ASQ's 54th Annual Congress
- Montreal Section Education Program
- Koality Kid at Prince of Peace School
- Software Quality — One Chapter at a Time
- An Invitation to the Grand prix québecois de la qualité

LOOKING FOR A CHANGE ??

CHECK YOUR SECTION'S NEW WEB PAGE FOR CAREER OPPORTUNITIES AT

WWW.ASQMONTREAL.QC.CA

The Editor's Corner

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

Although we're presently freezing, we know that spring can't be far away. A paradigm we have long held and confirmed on astrological data gathered for centuries.

How will the e-business affect our future view of things? We know seasons will change, but will our present knowledge and experience of products and services be of any use tomorrow. The internet is being hyped (over-hyped ?) as the next best things to come. Yet, for those who do e-business, you may have discovered the well-known weaknesses of start-ups. This used to be tolerated, however, we have evolved into consumers who *want* things yesterday. Now, how can an organization possibly deliver quality in *cyberspace*?

At the recent *Qualcon 2000* (Annual conference of the Australian Organisation for Quality, in Sidney) Jillian MERCER rehearsed some fundamentals of complaints management : Complaints are assets – if we care to listen, the customer tells us where our processes are going wrong; Complaints are an expression of dissatisfaction which requires a response; and Complaints re-veal waste. According to some articles I've been reading, e-businesses have been so overwhelmed, they can't even respond to complaints... Well so much for customer feed-back.

Your *Newsletter* received an excellent vote of trust from you in last year's survey and we want to continue.

This month, Richard T. TRELFA reminds us of the past in *Paper Quality – A Personal Story of Evolution*. We t installment on ASQ's history proposes a source for keeping all that knowledge alive. What will tomorrow hold for you ?

The Executive Committee suggests that you reserve September 13th for your Section's **50th anniversary**. Contact **Bernard DOIRON** at (450) 653-4879 for your celebration suggestions.

Do you like to share your ideas ? Are you inquisitive ? Slightly creative ? Why not work on the Newsletter ? There's room for you. Call me.

To comment or to propose subjects for articles, give me a call at (514) 280-5412. You can fax your at (514) 280-6004 or e-mail at **jpamiel@asqnet.org**. ۹

Thanks to our sustaining members	
Bombardier Aerospace	*Oerlikon Aerospace Inc*
CGI	*Novaxa Consulting*
Hydro-Québec	*Your company here ?*

ASQ Certification Exam Dates (✶)

CERTIFICATION	EXAM DATE	APPLICATION DEADLINE
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

✶ *These date may be changed by ASQ. Please confirm with them at 1-800-248-1946.*

A Word or Two from Your Chair

by Raymond DYER (CQA, CQMgr), Section Chair
redyer@asqnet.org

The next few months will be quite busy for your Section's Executive. A General Assembly is coming up in February, a Special Leadership Workshop Session is being planned for the Executive in March, a couple of ISO 9000 events have been lined up for March and April, and then there's a networking event for all of you in May.

Your Section's Executive works very hard to ensure you find value in being an ASQ member. We hope we are meeting your needs. If you have any suggestions, please contact us and raise them. If you would like to be part of the action, just say so. We are always looking for new talent in the team, especially in areas such as the newsletter.

I hope to see you at our next events. Q

Quality Notes
JP AMIEL, Newsletter Editor

Who's on First ?

Congratulations to **Robert (Bob) FISHER** who was re-elected Regional Director of ASQ's *Region 4* (Canada) for another term.

Dr Inteaz Alli — A Full Professor at McGill

Dr Inteaz ALLI, a past Chair and presently Membership chair of ASQ's Montreal Section, has received recognition as full professor.

He is a guest researcher for the National Research Council of Canada, an internationally renowned speaker in the food industry, holds two patents and has refereed over 83 journal articles. He is also the chair of the Department of Food Science and Agricultural Chemistry at the MacDonald Campus of McGill University.

Congratulations to you and keep up the good work.

A Special Case of ISO

Although **ISO 9000** is a series of quality management standards used throughout the world, Beverly Hills is considered a special case. Over there, they use the *ISO 90210* system.

ISO14001 at National Defense's 25th Depot

The 25th Canadian Forces Logistics Depot, located in the east end of Montreal, announced that it has obtained it's **ISO-14001** Certification from SGS Certification Services.

The depot is the largest military supply center in Canada and stocks more than 330,000 product lines, of which 2,000 are considered hazardous. This is a major step to ensure the proper management of these products and is part of a continuing quality improvement initiative which led to their ISO-9001 certification last year.

Baldrige Down Under — Revisited

« *If you are serious about doing better - and about helping your organisation do better, whatever it does - then you should be serious about Baldrige* ». So begins the first edition of the **www.BaldrigePlus. com** online newsletter.

Back in November 1999, we reported, that Dr Malcolm Macpherson in New Zealand had created a very interesting web site about the Malcolm Baldrige Award. His Newsletter is free. It covers not only total quality information and links to related sites, but also gives meaningful interpretation of the criteria and how some have applied them into their systems. It also offers an opportunity for exchange on quality matters.

To subscribe, email him at **macalex1@xtra.co.nz** with "Newsletter" in the subject line. If you no longer wish to receive it, reply with "Remove" in the subject line.

1999 Baldrige Winners

Back in the USA, President Bill CLINTON has announced the following 1999 Malcolm Baldrige National Quality Award winners :

♦ **STMicroelectronics**, Inc. – Region Americas, Corrolton, Texas;

♦ **BI**, Minneapolis, Minnessota

ASQ *Paper Quality – A Personal Story of Evolution*

By Richard T. Trelfa

Another instalment on the modern story of quality. Last month we looked at ASQ's archives. This month, we feature Richard TRELFA, Senior member of the Section and a Fellow of ASQ. He's been a member since 1946.

During World War 2 and subsequently, it was necessary to acquire a substantial library of tests on biometrics (in my case some 50 odd), to determine whether techniques could be used and adapted in the particular "industrial" type of problems confronting us -- making certain that components (whether chemical or mechanical) made by different manufacturers (and sometimes in different countries) would mesh together to form a usable, predictable unit or process. Ordinance comes to mind as one of the most difficult.

British input was, probably, the most significant to me. Some of the major problems in using the various biometric techniques was in "standardizing" definitions, symbols and techniques, not the least of which was the development of relatively unbiased, simplified methods of randomizing. In the process, many of us became familiar with the works, problems and approaches of others and this resulted in informal meetings of the " minded " people.

From this sprung the nucleus of the *American Society for Quality Control* (ASQC). My contact with the Montreal section activities was as keynote speaker at the organization meeting of the Indianapolis section. Many of my efforts consisted of forming, coaxing and encouraging a "statistics" committee in the Technical Association of the Pulp and Paper Industry (TAPPI).

A good deal of my earlier use of statistical inference was in the paper industry which was, at the time, a highly developed "art". Paper was manufactured in widths up to 360 inches and at speeds up to 1500 feet per minute. Modern machines can be somewhat wider with speeds up to 6000 feet per minute.

Samples of the paper were taken about every 60 minutes and most testing was destructive, with the exceptions of weight per unit of area, porosity and density. Causes of across machine (width) variations in most properties were, generally, unrelated to causes of machine direction (length) variations. With the samples representing at best some .002% of production, estimates of quality level and variability were subject to a multiplicity of errors, most of which were unrecognized by any level of operations or technical personnel.

These basics led to many interesting and sometimes, emotionally charged meetings. Especially when we would demonstrate that discarding paper rolls where the sample exceeded ± 5% of the nominal value did not measurably affect the rate of rejection of the accepted rolls by the customer who was purchasing on the basis of nominal value ± 5% !! The worst scenarios were when "control" laboratories were found to be farther out of control than the actual process !

Today, at least in part because of these early efforts, continuous, non-destructive testing of the paper web has enabled paper making to be less art and more science. Most paper and board, while sold by weight, is actually "valued" as the area which will produce a given number of units (sheets, cartons, magazines, gaskets etc.) at a quality level affected by weight per unit of area (bulk, tensile strength, tear resistance, opacity, etc.). In general paper can be manufactured most efficiently at higher, rather than lower, weights per unit area, thus encouraging the use of sample templates to "bias" sample weight per unit area toward the high side of actual!

Statistical inference techniques are powerful tools, and become even more powerful as measurement errors decrease and speed of measurement increases. The successful application of the tools requires exceptional exercise of judgement by the user since many differences may be highly significant at the 99.99% level but insignificant at the practical level. Conversely differences statistically much less significant at the 50% plus level, may be worth further study because of the significance at the practical level. *Q*

Although very humble, Mr Trelfa is listed in Marquis' *Who's Who*.

Do you wish to share stories of quality developments with other members ? Write me at **jpamiel@asqnet.org.**

For more on ASQ, check out their website at **www.asq.org.** Read more about your Section in future issues of the *Newsletter*.

MONTREAL SECTION NOTICES

In accordance with the Section bylaws, the following members were duly elected as officers for the **2000-2001 Executive** at the recent Annual Assembly held February 9, 2000. Congratulations to the new Officers.

Section Chair and SMP Chair :	Keith FORCIER
Vice Chair :	David TOZER
Secretary :	Peter CONNOLLY
Treasurer :	Eric STERN

The new Executive officers will proceed to nominate the following chairs :

- Examining
- Historian
- Newsletter
- Data Chair
- Recertification
- Programs
- Koalaty Kid
- Membership
- Internet Liaison Chairs
- Awards
- Education

If you wish to volunteer for a role on the various committees of the Section, or to obtain further information, please contact **Keith FORCIER at (450) 434-0216**.

Note : To apply for any of the positions above, you must be a member of the Section in good standing. The Examining and Recertification chairs **must** hold a valid ASQ Certification and will not be able to apply for ASQ Certifications for a period of two years. The Internet and Data chairs must already have *Internet* access.

Robert FAIRBAIRN, Secretary

Upcoming Newsletter deadlines

To submit articles or comments, call **JP AMIEL** (514) 280-5412 or e-mail me at ***jpamiel@asqnet.org***. ℚ

Issue	Deadline Date
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

INCOMPLETE INFORMATION ?
Only you, can correct your ASQ file by calling ASQ at
0-248-1946

YOU'RE 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 **Robert FAIRBAIRN** (514) 334-3835 or **Ray DYER** at (514) 818-7410. ℚ

EXECUTIVE COMMITTEES	
Date	**Meeting Type**
9 Feb. 2000	Annual Assembly
14 Mar. 2000	Planning / Training
18 April 2000	Planning / Training
17 May 2000	Executive
14 June 2000	Executive

Coming Events

By Bernard DOIRON (CQA), Program Chair

Here are this season's events. Date, time and location will be confirmed as we progress into the year. Watch the Newsletter for details. 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. Q

Event Date	Description of Planned Event
12 April 2000	**ISO 9000: 2000 — The *Registrar's* Point of View**. Representatives of QMI, Samson, Belair, Deloitte and Touche and SGS will give us an overview of their policies on the implementation of the new standard.
10 May 2000	**New and Not-So-Old Members' Night**. A social opportunity to exchange with other members and your Executive Committee.
13 september 2000	**The Section's 50th Anniversary Bash**. An opportunity to exchange about the evolution of the Section and its influence on the Montreal *Quality scene* with other members and your Executive Committee. Our **Section's Quality Awards** will be given at that event.

Welcome to our new members ! !

- Hafeez ALI, Silent Witness
- Michel ARBOUR, Memotec Communication
- Charles J. BLAIR, CJB QualiTech
- Josee BOUCHARD
- Carolee M. COSGROVE
- Nadine FRANÇOIS, Technilab Pharma
- Marie-Julie GRAVEL

- Isabelle B. LEFEBVRE
- Stephane PAGEAU, Solutia Canada Inc.
- Alex R. RAYMOND, C.H.S.
- Jean-Francois RIVERIN, Speedware
- Muhammad SAMIULLAH, Sentinel Canada
- Victor A. TERREROS, Bombardier Transport
- Lucie TREMBLAY

ASQ Answers Your Questions

A look at Q&A from ASQ.org

Q *The language in the CQE exam questions is often tricky and makes me wonder if we are being tested on a body of knowledge in quality or in English.*

A The intent of certification is not to trick you in any fashion, so let's give you a brief overview of how the CQE exams are developed. It begins with a *Question Writing Workshop*, where 25 CQE's are brought together and trained on what constitutes a good question — one that is clear, concise and correct. These volunteers spend two days generating questions that are then reviewed by the ASQ in-house test developer. The questions are then reviewed at an *Item Review Workshop*, where 12 CQE's review the questions to make sure they are accurate and correct. In the final step, the *Exam Review Workshop*, twelve more CQE's review each exam prior to administration. Almost 50 people are involved prior to an exam being administered. All the volunteers attending these workshops are selected with diversity in mind, to ensure a balance of gender, race, geographical, and businesses represented.

Q *Why isn't there a membership application in every issue of Quality Progress? Can I download an application form online?*

A Looking at trends for how new members join, we have found that the application in *Quality Progress* is not nearly as widely utilized as it once was. In response to this, our new ads refer prospective members to go to **ASQ.org** and become a member online. Currently there is no application form available for download on **ASQNet.org**, although there have been discussions around making one available. Since **ASQ.org** is available to non-members, as well as members, that is where to direct others to apply for ASQ membership *online*. Q

SPICE

The Third
SPICE Assessor Training Course
ISO 15504

April 3-7, 2000 in downtown Ottawa-Hull area, Ontario

ASQ

◊ **Hosted by :**   LFJ Group Inc.

Quality Management Services

Carpe Diem Informatics

Quality Practitioner Association of Canada (QPrAC)

◊ *In co-operation with the ASQ Ottawa Valley Section 0407*

In this **S**oftware **P**rocess **I**mprovement and **C**apability **D**etermination (SPICE) workshop:

♦ 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 DESCRIPTION

This course is based on the SPICE Embedded model and 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

For more Information and to register, please contact :
Larry F. Jones, M.M., CQA, CSQE, CPSA
LFJ Group Inc. – Quality Management Services
ASQ Ottawa Valley Section 0407, Education Chair
Phone: (613) 562-9797   FAX: (613) 562-3434
Cellular: (613) 299-2770   e-mail: joneslf@asqnet.org

Baldrige News

- ◆ **The Ritz-Carlton Hotel Co.**, L. L.C. Atlanta, Georgia (Second time);
- ◆ **Sunny Fresh Foods**, Monticello, Montana.

CQA and HACCP

ASQ-HQ — A new exam has been approved by the ASQ Board of Directors. A **Hazard Analysis and Critical Control Points** (HACCP) exam will be added to the *Certified Quality Auditor* certification exam and will test an individual's knowledge of HACCP food industry standards and the body of knowledge in four main areas. They are HACCP Overview, Prerequsite Programs, Plan Development, and System Implementation and Maintenance.

The 100-question exam will be available to individuals who hold an ASQ *CQA* certification *and* have two years of experience in the food industry.

For more details, contact ASQ at 800-248-1946 and ask for Item **B1104**.

ASQ Section Wins Tennessee Quality Award

ASQ-HQ — The Northeast Tennessee Section 1106 was recognized as a Level 2 Quality Commitment winner at an awards presentation this February. Recognition is provided to organizations which have demonstrated progress in building sound and notable processes. This is the first ASQ Section to win such an award.

ASQMontreal.qc.ca news

Norm DICKINSON, your Section's Internet Liaison, reports that our web site received 198 visitors in January. This brings our total page hits this fiscal year to 2,458.

The Newsletter website at **www.microtec.net/~amiel** records an average of 26 visitors a month.

News/comments on quality matters? Call me at 514-280-5412.

ASQ's 54th Annual Quality Congress
Monday, May 8, 2000, Indianapolis.
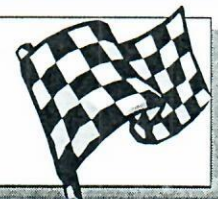
Pekka ALA-PIETILÄ, president of Nokia, will deliver the opening keynote address at the 54th Annual Quality Congress on Monday, May 8, 2000, at the Indiana Convention Center in downtown Indianapolis.

Mr. Ala-Pietilä, who also serves as the corporate quality officer and chair of Nokia's corporate quality steering committee, will discuss how Nokia is driving world-class performance and moving into a new era in communications.

Nokia is a global company whose key growth areas are wireless and wireline telecommunications. A pioneer in mobile telephony, Nokia is the world's leading mobile phone supplier, as well as a top supplier of mobile and fixed telecom networks and services. It has established itself as a worldwide leader in digital communication technologies with manufacturing centers and research and development on four continents.

Robert F. Kennedy Jr. Plenary Keynote Speaker

Robert F. KENNEDY Jr. will deliver the plenary keynote address at the 54th Annual Quality Congress on Tuesday, May 9, 2000, at the Indiana Convention Center in downtown Indianapolis.

Kennedy's address marks the second of three dynamic keynote presentations at the 54th Annual Quality Congress, the premier conference of the ASQ, providing an annual forum for business professionals to learn, exchange, and share extraordinary business practices with the quality leaders who have experienced performance excellence worldwide.

Kennedy is Chief Prosecuting Attorney for the Hudson Riverkeeper and Senior Attorney for the Natural Resources Defense Council. He is a Clinical Professor and Supervising Attorney at the Environmental Litigation Clinic at Pace University School of Law in New York. He also served as Assistant District Attorney in New York City, and has worked on environmental issues across the Americas and assisted several indigenous tribes in Latin America and Canada in successfully negotiating treaties protecting traditional homelands.

He will present his prescription for common-sense environmental policies, a contract for commitment to future generations.

ASQ Montreal Section Education Program for Winter 2000

By David TOZER, Education Chair

People are showing interest in the courses offered by the section. The education programs is designed to encourage people to write the ASQ certification examinations. Many people are writing the examinations and it seems a good idea to go over the material with an instructor before taking the examination. All of the instructors hold ASQ certification in their subject matter and have many years experience in the quality field. If you have any comments about the Education program please send them to me at the postal or e-mail address below.

Certified Quality Engineer

Course covers cost of quality, human resources, inspection, metrology, sampling, reliability, quality audit, statistics, design of experiments, process improvement and modern management methods for improving qual-

ity. The intensive CQE refresher course gives the student a thorough preparation for the exam.

Certified Quality Auditor

The course covers the same general topics as the ISO 9001 with the addition of basic statistics. Students are expected to do case studies during the course. Topics covered include: audit objectives, audit preparation, audit conduct, audit reporting and basic statistics.

Certified Mechanical Inspector

This course prepares the student for the examination. The candidate will require basic knowledge in: geometry, instrumentation, reading drawings, mechanical processes, inspection, sampling, probability and statistics. The refresher course covers these topics.

If people want other courses please call or e-mail. If there is sufficient interest other courses can be run since the section has the resources to run them.

Schedule	Duration (minimum)	Member Fee	Nonmember Fee
Certified Quality Auditor Refresher	7 weeks	$649	$749
Certified Quality Engineer Refresher	10 weeks	$899	$999
Certified Mechanical Inspector Refresher	7 weeks	$649	$749

ASQ Course Registration Form

Course: ☐ CQE   ☐ CQA   ☐ CMI   Fee: _____

Name: _____   Company: _____

Address: _____   Home Address: _____

City: _____ Province/State: _____ Home City: _____ Province/State: _____

Country: _____ Postal Code/ZIP: _____ Country: _____ Postal Code/ZIP: _____

Questions? Call David TOZER at (514) 697-3831 or **tozerdd@sympatico.ca**

Send form and cheque to:

David Tozer

ASQ Education Chairman

159 chemin Stillview, Pointe-Claire, Québec   H9R 2Y1

Koalaty Kid At Prince Of Peace School

A look at students of quality.

The following examples demonstrate how children quickly learn « quality tools » and begin to apply them naturally in real-life situations. They are extracted from the Ottawa Section's **Koalaty Kid** program Prince of Peace School. Visit them at **www.dhutton.com/asq/koalaty-kid**.

Affinity Diagrams

A grade 3-4 teacher used the *Affinity Diagram* to teach Canada's food guide, by grouping items brought to school in lunch bags. When the junk food category started to overflow, one student commented, *"Mme, We eat too much junk, don't we ?"* The teacher started a lunch bag check every month and by June, the "Junk" category was much shorter.

When the class was asked to review safety rules in the schoolyard, one student suggested *"We should use the affinity diagram"*. The children had obviously learned Canada's Food Guide, but had also applied the knowledge to improve their own diets, getting the internal "ah-ha".

Fishbone Diagrams

Grade 1, French immersion students were actively engaged as their teacher used the *Fishbone Diagram* to teach various aspects of barnyard animals. The class had already studied dinosaurs using the same tool and was planning to compare the two. You know how shy kids are at that age to speak in another language, especially in front of an audience ... and they all had their hands up!

The diagram helped them organize facts, compare them to other facts and draw conclusions.

Flowcharting

A parent wrote a note of appreciation to a Koalaty Kid teacher — How often does that happen ?

Apparently the family had been having a terrible time solving a particularly difficult problem at home, when one of the children said in frustration, *"This is so complicated and confusing. Why don't we just Flowchart the process to find out where the problems are ?"* It is so simple.

The student had successfully used the flowchart at school, had recognized a situation in another environment (home) and felt confident enough with it to teach his family. The family actually solved their problem ... and had FUN doing it.

This kind of learning creates such satisfaction that the students want to learn more, leading to self-motivated learning. The students have understood the tool well enough to apply them to other situations. *Q*

Software Quality – One Chapter at a Time

The **IEEE-Computer Society** has published *Elements of Software Process Assessment and Improvement*. This 360 pages, hard cover book, reviews current assessment practices, experiences, and new research trends in **software process improvement**. Newly revised chapters are expanded from articles that appeared in **SPN**, *The Software Process Newsletter* of the IEEE Computer Society Technical Committee on Software Engineering (TCSE).

A Unique Collection

This unique collection describes, in detail, the process improvement cycle, answers the needs of those involved in software process improvement and is an invaluable source of practical information. It is divided into four parts — a description of the contemporary models used to evaluate an organization's processes and capabilities; the case for assessment and improvement; application guidance, including tools and techniques, and the important and exciting developments that enhance process improvement tools and the reader's understanding of organizational processes in practice. In each chapter, the sector's leading experts describe the various approaches presently used throughout the world.

Contents : The Capability Maturity Model for Software • Risk Management in Software Product Procurement • The SPICE Project • Software Process Assessment and Improvement • ISO 9001 for Software Organizations • The People Capability Maturity Model for Improving the Software Workforce • An Inductive Method for Software Process Improvement • The Economics of Software Process Improvements • The Payoff for Software Process Improvement • Empirical Studies of Software Process Assessment Methods • Essence and Accidents in SEI-Style Assessments • The Role of Design Analysis in Process Improvement • Action Planning • Modeling Software Processes Quantitatively and Evaluating the Performance of Process Activities • Metrics and Laws of Software Evolution—The Nineties View

The *ISO-9001 chapter*, is written by the ASQ Montreal Section's own Sam WEISSFELNER.

The book is available from the IEEE Computer Society at 800-276-657 or **www.computer.org** (*ISBN 0-8186-8523-9, Catalog BP08523*) US$55. *Q*

QMI Training Courses

- ## *ISO 9001: 2000 Transition Course*
  ### FROM 1994 TO 2000 – UNDERSTANDING AND IMPLEMENTING THE REVISIONS

OBJECTIVES:

This 2-day seminar will provide participants with the definitive and up-to-date revisions of the ISO/DIS 9001:2000 Standard. This course will provide participants with a detailed understanding of the revisions to the new Standard and their potential impacts on the organization's quality management system. Through exercises and discussions, participants will gain the knowledge and skills to implement these changes and effectively work towards improving their quality system.

WHO SHOULD ATTEND?

Quality professionals from executives, managers, management representatives, engineers, coordinators to auditors involved in the development and maintenance of quality management systems registered to ISO 9000 Standards. As well, members of any functional areas of an organization, from any business sector, wishing to gain an understanding of the year 2000 revisions.

SEMINAR TOPICS:

This seminar will identify the changes between the 1994 and 2000 edition of the Standard; provide implementation guidance; review their effects on your organization; and prepare you to facilitate a smooth transition from ISO 9000: 1994 to ISO 9001: 2000. Also included:

- Why are revised QMS Standards needed?
- Structure of the revised Standards
- The performance improvement perspective of ISO 9004
- Timing, introduction, transition
- Revised terminology and definitions
- New process-based structure
- Clause-by-clause review of the revised requirements
- Increased emphasis on leadership role
- Creating a customer focused environment
- Monitoring and measuring customer satisfaction
- Continuous improvement processes
- Evaluating training effectiveness
- Implementing measurable quality objectives
- Quality documentation impacts
- Third-party registration expectations

A comprehensive workbook, with detailed references to the new DIS Standard, as well as breakfasts and lunches are included in the course fees.

QMI

A Division of CSA International

Making Standards Work for People and Business   Telephone: **(514) 428-2491**

ISO 9001: 2000 Transition Course

QMI TRAINING DATES

IN MONTREAL

FOR THE YEAR 2000

- **ISO 9000**
  FUNDAMENTALS
  March 6-7
  $795.00 PLUS GST

- **ISO 9000**
  FOR THE INTERNAL AUDITOR
  May 10-11
  $795.00 PLUS GST

- **ISO 14001**
  EMS ESSENTIALS
  March 13-14
  $895.00 PLUS GST

- **ISO 14001**
  EMS INTERNAL AUDITOR
  March 15-16
  $895.00 PLUS GST

- **ISO 9000***
  QUALITY MANAGEMENT SYSTEM LEAD AUDITOR
  March 27-31
  $1,695.00 PLUS GST
  *ANSI-RAB NAP Accredited. Meets training portion requirements for IATCA auditor certification.

- **ISO 14001***
  ENVIRONMENTAL MANAGEMENT SYSTEM LEAD AUDITOR
  March 27-31 (F)
  $1,995.00 PLUS GST
  *ANSI-RAB NAP Accredited.

- **ISO 9001: 2000 Transition**
  March 15-16 (E)
  $695.00 PLUS GST
  $595.00 PLUS GST
  FOR QMI/CSA CLIENTS

DURATION FOR THIS COURSE IS FROM 9:00 AM TO 4:30 PM EACH DAY.
FEES INCLUDE COURSE MATERIALS, APPLICABLE STANDARDS, CONTINENTAL BREAKFASTS AND LUNCHES.

To register for these courses, please call:

QMI, Client Services

865 Ellingham Street, Pointe Claire (Montreal), Quebec H9R 5E8
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.

QMI

*A Division of
CSA International*

10/99

An Invitation to Our Members ! !
Participate in the 2000 edition of
Les Grands Prix Québécois de la Qualité

The 1999 edition of the *Grands Prix québécois de la qualité* (GPQQ) was a resounding success with a total of 26 organizations in Quebec submitting their nominations. On September 26, Premier Lucien BOUCHARD awarded the first three trophies to the Grand Prize winners—Harris Corporation in the big manufacturing business category, Baxter Sherbrooke in the small and medium-sized manufacturing business category, and the Municipality of Saint-Augustin-de-Desmaures in the public organization category. Three "*Grandes Mentions*" and three "*Mentions*" were also awarded.

The goal of the Grands Prix québécois de la qualité is to publicly recognize initiatives by private companies and public organizations in their quest for quality. The prizes, which are jointly administered by the Ministère de l'Industrie et du Commerce and the Mouvement québécois de la qualité (MQQ), are meant to draw attention to the work of public and private organizations that have successfully applied the principles of total quality to every aspect of their operations.

For the 1999 edition, over 85 assessors and chief assessors from different professional associations contributed to the success of this prestigious event. For the 2000 edition, we are once again sending out this invitation to management experts and professionals to join our team of assessors and chief assessors. Interested individuals must meet predefined eligibility criteria and *volunteer* 7 to 10 days of their time.

Chief assessors, who will be selected from the pool of assessors by the committee of GPQQ co-administrators, must meet additional criteria.

Your participation in the GPQQ offers the following benefits, you will :

♦ *receive training in GPQQ evaluation criteria;*

♦ *have the opportunity to become a certified QUALImètre facilitator after an on-site visit to a candidate organization;*

♦ *be able to mention your involvement as an assessor in your promotional materials;*

♦ *become familiar with the winning practices of candidate organizations;*

♦ *broaden your professional and business network;*

♦ *ensure that your management knowledge and experience are recognized.*

We are looking for english-speaking candidates.

For more information or to obtain an application form, please contact either one of the following GPQQ co-administrators below :

Ministère de l'Industrie et du Commerce
Direction de la gestion d'entreprises
Mr Alain BEAUSEIGLE
380, rue St-Antoine Ouest, 5e étage
Montréal (Québec) H2Y 3X7
Phone: (514) 499-2199 ext. 5247
Fax: (514) 873-9912
Email: **prix.qualite@mic.gouv.qc.ca**
www.mic.gouv.qc.ca

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Mouvement québécois de la qualité
Co-administrator
Mr Jean-Guy LEGENDRE
Phone: (514) 874-9933 ext. 229
www.qualite.qc.ca

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Dr David TOZER
(514) 697-3831

Internet Liaison :
Norman DICKINSON, CQA
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Norman DICKINSON, CQA
(514) 334-6102

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Gerry YEDYNAK
Region 4 : Robert D. FISHER
Regional : Emilio FALQUERO

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*

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