



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

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As another season comes to an end, your Executive Committee invites you to the annual *New and Not-So-Old Members' Night*, a social opportunity to exchange with other members and your Executive Committee.

DATE: WEDNESDAY, MAY 10, 2000

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

COST: Free for all. *And, we pay the Parking !!*

AGENDA:

- Networking
- Hot and cold buffet
- Drawing of Jim Norfolk's latest book, *Writing Quality Documents*.

For reservations or information :

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

Special points of interest:

- The Quality Timeline — Part 2
- ISO 9001 & ISO 14001 — The Alignment Goal
- Registering to ISO 14001 — Two Success Stories
- 25th Canadian Forces Supply Depot
- SCI Systems
- The Section Management Program

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

It's finally come to this — after so many mandates, I am retiring from your Executive. So, amongst other things, this will be my last *Newsletter*.

It's usual in these circumstances to reminisce, and I hope that over the years I have given many of you some food for thought, encouragements and even made you laugh — well, at least a little bit at ourselves. Not too many Executive members could complain about our meetings being too stuffy — I saw to that, sometimes, I concede, maybe a little too much. But in the end, it's volunteer work and we should have fun doing it.

You know, over those years, I got back a lot from it. I met many of you up and coming members, learned about new industry developments, the application and interpretation of quality principles, the latest trends.... I visited many of your companies along with their many proud members.

So why leave.... Well, in truth, another challenge awaits. I became a tutor for RECLAIM (the Reading Council for Literacy Advance in Montreal). They have

been gnawing at illiteracy in the Montreal area for years. *Unfortunately*, they are the largest group in Québec, which already has the dubious honour of having a 20% illiterate population. With the coming of age of computers and the internet, this will truly become an unacceptable situation — no joke.

As quality practitioners, we want everyone to follow procedures. Maybe people don't respect them because, for one reason or another, they can't understand them or maybe, they just *can't* read (??).

On another note, again, I enquire if you are inquisitive, slightly creative and like to share your ideas. Give some of your time to the Section's *Newsletter* — A good learning experience and a great way to express oneself. Don't be shy, the seat is vacant, a challenge awaits you.

I also take this opportunity to thank all of those that have contributed to your Section's operations over the last fifty years. I will see you in September to celebrate that anniversary and plan to see some of you then.
Goodbye for now.... Q



Thanks to our sustaining members	
<i>Bombardier Aerospace</i>	<i>Oerlikon Aerospace Inc</i>
<i>CGI</i>	<i>Novaxa Consulting</i>
<i>Hydro-Québec</i>	<i>Your company here ?</i>

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

ASQ Certification Exam Dates *

CERTIFICATION	EXAM DATE	APPLICATION DEADLINE
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.

Helping you learn from experience: *OURS* UPCOMING TRAINING COURSES

- **IMPROVE** your quality management system
- **GAIN** a better understanding of the ISO 9000 quality standard
- **APPLY** these principles to the performance of an audit
- **LEARN** the principles and practices of quality system assessment
- **BECOME** a skilled quality system auditor
- **DEVELOP** a culture of continuous improvement

ISO 9000

Lead Auditor - \$1595

May 29th – June 2nd (French – Montreal)
June 12th – 16th (English – Montreal)

**ISO 9000 Internal Auditor
\$795**

May 17th – 18th (French – Montreal)
June 20th – 21st (English – Montreal)

**Quality Documentation
\$295**

May 31st – (Mississauga)

Eligible for
SQDM Credit
in Quebec

ISO 14001

Lead Auditor - \$1795

May 29th – June 2nd (English – Ottawa)
June 26th – 30th (English – Montreal)

**ISO 14001 Internal Auditor
\$795**

May 1st – 2nd (Mississauga)
June 6th – 7th (Mississauga)

**ISO 9000 / 14001 Integration
\$795**

June 6th – 7th (English – Ottawa)

ISO 14001 Introduction \$295

June 5th (Mississauga)

QS-9000

Internal Auditor \$795

May 24th – 25th (Mississauga)

ISO 9000:2000

Seminar \$295

May 10th (French – Montreal)
June 5th (English – Ottawa)
June 13th (English – Montreal)

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A Word or Two from Your Chair

by Raymond DYER (CQA, CQMgr), Section Chair

Usually, when I get my regular prompting by our *Newsletter* Editor for a "Word from the Chair", several ideas come to mind. This time, only one does — the passing away of one of my best friends on 17 April 2000.

Patricia Sauvé Boisvert was a vibrant 47 year old young lady with an incredible talent for getting people together and involved with each other. She was a very optimistic person who not only appreciated life but truly enjoyed living it as well. She brought this joy to many others, including her husband, her two sons, and her many friends.

Why share this with you? For many years now, many of you whom have gotten to know me have seen how much I like to network with people and

generate excitement about what we can all do together. One of the core values I often repeat as being prime to me as an ASQ member is the value of meeting other quality professionals, sharing experiences, and helping each other out whenever we can. This passion may come from genetics, parental guidance and/or a whole bunch of other causes. I, for one, know that part of this valuable attribute comes from the lessons learned while watching a quality individual whom I will remember dearly for the rest of my life.

Thank-you Patricia for your wonderful friendship and for teaching me the true meaning and value of networking.istorically.

I hope to see you at our next events. Q



Quality Notes
JP AMIEL, Newsletter Editor

Audit Division Donates Books to Sections

ASQ — The Quality Audit Division donated more than 1,300 copies of its *first* edition of the *Quality Audit Handbook* to every ASQ section. Although the *second* edition of the book was released in November, the books still contain valuable information. It's expected that the sections will donate them to local public or university libraries, or to student members.

Celebrate Quality

October is **Quality Month** in America. To plan an event or something special in your company, pick up ASQ's *National Quality Month Campaign Planning Guide*. Not only is it free, but it lists 20 NQM ideas — from creating a company theme to such simple items as editing your voice and e-mail remin-

ders. Contact ASQ at 1-800-248-1946 and ask for **Item B0945**.

Montreal Web Facts

Norm DICKINSON, Internet Chair reports an average of 500 to 650 page visits (as opposed to page hits) to our site a month. Viewers and repeat visitors are from Mexico, New Zealand, Australia, Malaysia, France, Great Britain, Singapore, Saudi Arabia, the USA and even other Canadian provinces. Note that we advertised more than 18 career opportunities since we started the site in August 1999. Visit us at www.ASQMontreal.qc.ca

Standards Strategy at Home

In March, the Standards Council of Canada (SCC) launched a plan aimed at ensuring that Canada will succeed in an era when standards are more important than ever to economic and social prosperity.

The *Canadian Standards Strategy* has been developed in partnership by SCC with industry, government, standards development and certification organizations and the general public. Its a *blueprint* for Canadian leadership in the fast-changing, critical economic and social arena of standardization. Its purpose — to provide direction and leadership on how to use standardization to best advance the social and economic well-being of Canadians. For more information see www.scc.ca/canstrategy/index.html.

1,750 ASQ Certifications

The December 1999 Certification exams resulted in 814 CQAs, 742 CQEs, 173 CSQEs, 5 CREs and 16 CQMgrs. See www.ASQ.org for more information.

See *Quality Notes* on page 6

This month we continue our look at the evolution of the American Society for Quality from its beginnings in 1946 as well as the events that shaped its Montreal Section.

1960

Education and Training Institute Board formed to expand mission of Education Committee, with national program focusing on management seminars and quality control engineering courses.

The Montreal Section offered four basic courses in quality.

1965

ASQ co-sponsored the first International Congress in Quality Control, hosted by the Union of Japanese Scientists and Engineers in Tokyo.

ASQC passed a milestone- it accepted its 20,000th member - E.W.T. TURCKE, a Montrealer (no less !)

1966

The first Canadian Regional Conference was held March 18-19 at the Royal York Hotel in Toronto, with all Canadian sections participating in the organization of the conference. The program, put together by the Montreal Committee, consisted of 16 sessions each day, with a total of 28 speakers, half of them coming from the US and as far away as California. Over 700 paid registrations were counted for this highly successful event.

1968

Industrial Quality Control was replaced by two new publications, *Quality Progress* and the *Journal of Quality Technology*. First certification examinations held for quality engineers.

1969

The Montreal Section QC courses were moved to Vanier College (a CEGEP - Collège d'enseignement général et professionnel) and were exclusively given in English. The Diploma Program in Quality Control consisted of fifteen courses.

The courses given at the Ecole Polytechnique in French, were initially taken over by COSE (the Centre d'organisa-

tion scientifique de l'entreprise), a group sponsored by the Provincial Government.

1972

More and more members felt there was a need for activities in French. Initially, a group of 37 members who were willing to switch, started a sub-section of the Montreal Section in the fall of 1972 with Denys PILON as Chairman.

1974

Sustaining corporate membership program introduced to help pay for increased efforts in standards development, with annual dues of \$250.

A request for the establishment of a new section under the name of Section Québécoise - 0404 was approved by ASQC. The Section also managed the QC Courses by the COSE.

The Quality Control Program was consolidated at Concordia University. Courses or titles were modified and the nine course program renamed *Certificate Program in Quality Control* and administered by the Dean of Engineering and Computer Sciences. Five courses on quality were still offered at Vanier CEGEP.

1975

To address the issues associated with Canada's *Metric* conversion program, E. HEINSOO, of Dominion Glass, was named Metric Coordinator on the the Montreal Section's Executive. The position was maintained until 1983.

1977

More than 175 persons and leaders from the US and Canada attended an All-Day Software Conference in October on various topics dealing with software development, testing, reliability and other quality-related aspects. Montreal Section membership is 319.

1978-79

It became difficult to find volunteers for Executive positions. Many leaders

had moved to other provinces. The Quality Control Certificate program at Vanier CEGEP is closed. Classes continued at Concordia University.

1983

Following a meeting in Ottawa, discussions on creating an Ottawa Section are begun and Mike BEST is named Ottawa Sub-Section Coordinator.

1984

October designated National Quality Month by the US Congress. It emphasized to business leaders that quality is essential to U.S. preeminence in products and services. The map of Region 4 is redrawn to cover ALL Canadian Sections.

1985

NASA Excellence Award established with ASQ as administrator. It was renamed the George M. Low Trophy in 1990 and suspended in 1993.

1986

The Federal and Provincial governments pass resolutions declaring October as Quality Month. Over 160 members attend the first All-Day Quality Forum organized by both the Montreal and Québécoise Sections of ASQ.

From 1980 to 1983, membership significantly dropped to a low of 277 and returned to 324 in 1986.

1987

Malcolm Baldrige Award established with ASQ as co-administrator. ASQ named sole administrator for the award in 1991.


Different organizations "competed" to mark Quality Month with a number of events. Jack POMPEO, Canadian Quality Month Coordinator made available a number of "Quality Month" flags. Some companies refused to fly it because the flag's colours and logo resembled too closely the logo of the Parti Québécois,

(Continued on page 10)

Coming Events

By Bernard DOIRON (CQA), Program Chair



If you want to help for the upcoming season or have questions on our future program, contact me, **Bernard DOIRON** at (450) 653-4879 or fax (450) 653-5585. 

Event Date	Description of Planned Event
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 <i>Quality scene</i> with other members and your Executive Committee. Our Section's Quality Awards will be given at that event.
October 2000	October is Quality Month — What are you planning ? ?


Welcome to our new members !!

- ◆ Aberin A. Aquilino
- ◆ Jean-Guy Baribeau; CGTX Inc
- ◆ Margaret Gross; Artmetco Inc
- ◆ Paul A. Hemens; EMS Technologies Canada, Inc.
- ◆ Danny Kucer
- ◆ Daniel Ruse
- ◆ Marco Speranza
- ◆ Patricia A. Walsh; Shell Canada Products Limited
- ◆ Jean-Rene Bastien; Banctec
- ◆ Desmond A. Bell; Bombardier Inc
- ◆ Christian Bouchard; SC Johnson and Son
- ◆ Robert Fecteau
- ◆ Sylvie Narbonne
- ◆ Tien-Nhat Vu

One More ASQ Certified Quality Engineer !!

Congratulations to **Laurent HAVIERNICK**, of General Motors, who was received his certification from ASQ.

YOUR'E WELCOME !!

Executive Committee meetings are open to **ALL** members. The next meeting is on 14 June 2000 at the Airport Hilton. 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. 

Quality Notes — from page 4

ASQ Launches Quality 101

ASQ has developed a self-directed learning program for your computer. Perfect for newcomers or as a refresher, the self-directed training consists of **print-based material** and **computer-based training components**. The six module program addresses philosophical and applica-

tion essentials of quality.

For a *free* demo, download it from **www.ASQ.org** or call 800-248-1946 and ask for **BDEMO10** (3.5" disks) or **BDEMO11** (CD-ROM). Cost is US\$295 for ASQ members.


A Student Section

ASQ announced that the Orlando Section sponsors a student branch at the University of Central Florida.

Now there's an idea, a Montreal

Section student branch. Contact Keith FORCIER at (450) 434-0216.

ASQ Sections Dissolved

There are now **248** Sections in ASQ. The board of directors voted last February, to dissolve the 710 Sierra Sands, 1427 East Texas and 1505 Northeast Mississippi Sections because of inactivity and failure to submit annual financial reports. 

CAREER OPPORTUNITIES

Note: Please state that you found the ad in the ASQ Montreal Newsletter.

GÉRANT(E) DE LA QUALITÉ

Métaltek C-MAC inc., chef de file dans le domaine de la transformation du métal en feuille et certifié ISO 9002, est présentement à la recherche d'un(e): **Gérant(e) de la qualité** pour sa division située à Dollard des Ormeaux.

Le (la) candidat(e) sera parfaitement bilingue avec un minimum de cinq (5) ans d'expérience comme gérant de

la qualité dans un environnement ISO ou équivalent. De l'expérience dans un domaine relié aux télécommunications serait un atout. Veuillez envoyer votre application à:

Service des ressources humaines,
Metaltek C-MAC, 12 rue Hôtel de Ville
Dollard des Ormeaux, Qc, H9B 2P5

DIRECTOR, TRAINING

Company: A major North American knowledge based railway services organization

Position Description: As a team member of an eminent comprehensive railway services company, the Director, Training will be responsible for the effective and efficient delivery of technical training development and delivery services to both an internal and external client base.

The Director, Training will have 8 direct reports, a total permanent staff of over 100 people and profitability responsibility for the unit as well as for client satisfaction. Overall focus of the position is to increase efficiency and quality, to improve client relations and, in tandem with the Vice President and Sales Group, broaden the client base in North America.

Qualifications:

- minimum of an undergraduate engineering degree and/or a business degree, MBA, Master of Engineering and/or a Masters with Human Resource Management is preferred
- proven successful experience as a champion of technical training and delivery services, rail industry experience is advantageous and proven, successful hands-on business/operations management in a technical service environment and approximately 15 years of relevant experience
- excellent client management skills

Contact Information:

Lorraine Lewis, Managing Partner, Lewis Companies Inc.,
Tel: 416-929-1506, Fax: 416-929-8470
E-mail: mllewis@interlog.com

QUALITY COORDINATOR

Indalex Aluminum Solutions, the second largest manufacturer of extruded aluminum products in North America (more than 3000 employees and 34 presses located in 18 facilities throughout Canada and the United States) is an industry leader focussed on customer satisfaction and long term market growth.

We are currently looking for an individual to join our Quality Assurance team in **Pointe Claire**, reporting to the Quality Assurance Manager and be responsible for maintaining and auditing the quality procedures as well as internal reporting of quality trends and statistics. Priorities would include processing of customer complaints and issuing corrective action requests and communications for maximum effectiveness.

The candidate should have a strong background in a QA environment, and is well versed in manufacturing procedures written to ISO 9001-94 standards. Experience working with tolerances and standards / SPC / and other basic quality techniques would be a definite asset.

The candidate must be bilingual, ambitious, and resourceful and possess strong computer skills (Word, Excel, PowerPoint, QSI). Strong analytical skills and leadership qualities are required in this fast paced customer focused environment. If you are interested, please send your resume to the Human Resources Department by Fax (514) 694 8310 or e-mail to mike_dogniaux@caradon.com

RELIABILITY ENGINEERS (3)

Our client, an international firm, is looking to hire a Reliability Engineer (RAMS) to join its leading team in the manufacturing sector. The ideal candidate must have the following skills:

- A Bachelor's degree in Electrical or Electronic Engineering
- A minimum of 2 to 5 years of experience
- Knowledge of integrated control systems
- Bilingual

- Familiarity with all relevant norms, standards and policies

Three positions have to be filled, one in **Kingston** and two in the **Montreal** area. For more information or to apply for the position, please contact :

Kathleen Porter

Alan Davis & Associates at (450) 458-4540
Email: cvmail@alandavis.com
Website: www.alandavis.com

CAREER OPPORTUNITIES

Note: Please state that you found the ad in the ASQ Montreal Newsletter.

QUALITY MANAGER

JOB OVERVIEW: Reporting to the Director, Business Opportunity Support Group, the manager leads and manages the objectives and deliverables of the QA team within the Information Systems and Technology Department (a staff of four Quality Analysts) in a Financial Services company in **Mississauga, Ontario**.

RESPONSIBILITIES: Assist in the development and implementation of the QA mission — Identify quality issues and implement initiatives throughout the software development lifecycle, define and promote testing discipline and guidelines within the company. Up-front analysis of business requirements and system specifications.

- ◆ Coach and educate the QA team on product, technical knowledge and testing methodology. Design the test approach/methodology, develop the test plan and coordinate project resources.
- ◆ Implement automated testing, coordinate release to production and deliver quality and testing education sessions as required. Set-up test environment, data and access to test regions, assess risk and readiness for implementation, document changes and distribute systems update, ensure proper maintenance of on-line documentation QA library.

REQUIREMENTS: Equivalent to post secondary program in a related field of study and work and sound understanding principles and concepts associated with system integrity.

Strong analytical skills, ability to manage resources and deliverables in a matrix environment. Proven time management and leadership skills required. Experience in building testing team of diverse background and experience.

◆ **Knows :** testing and QA fundamentals, automated testing tool (a prerequisite, eg. Winrunner), in-house systems on LAN (Windows NT), UNIX Client Server and IBM mainframe (highly preferred); COBOL II/ CICS/ IAM (VSAM equivalent), and SAS (an asset), Power Builder, C++, JAVA, SYBASE, and NOTES/DOMINOS; communication software RLN and NOTES-base workflow engine NO-TRIX.

◆ Working knowledge of Microsoft Word, Excel, PowerPoint and Visio.

SEND RESUME TO Diane TOLSTOY

◆ Fax: (905) 880-2671

◆ E-mail: diane.tolstoy@tolstoy-resources.com

SPECIALIST QUALITY ENGINEERING

Advanced Research Technologies Inc. is a Canadian-based, laser and thermal imaging firm specializing in the development of laser and infrared technology products used to solve medical and industrial problems. We are seeking a bilingual autonomous individual, who enjoys working in a dynamic team environment, for our St-Laurent facility:

Reporting to the Vice-President, Medical Systems, you will be responsible to coordinate the development, implementation and maintenance of quality and reliability methods, standards and practices. You will also provide direction to the R&D staff on risk management, design control and quality system issues. Your responsibilities include developing, recommending and implementing documentation, including reconciling results, investigating discrepancies, initiating problem reports

and recommending corrective actions.

The successful candidate will have a degree in electronic engineering with a good knowledge base in software development and a minimum of 5 years experience in a similar position. This candidate also possesses excellent supervisory and leadership qualities, good communication skills, is flexible, goal oriented and a highly motivated self starter. Please send your Curriculum Vitea in confidence by Fax: (514) 832-0778; e-mail: njulien@art.ca (please use MS Word 97 format or lower, for PC) or visit our web site at www.art.ca.

We thank all applicants for their interest, however, only those selected for an interview will be contacted. We are an equal opportunity employer.

QUALITY ASSURANCE MANAGER

A growing manufacturing company, with potential expansion opportunities in the US, seeks an experienced QA Manager.

JOB QUALIFICATION: Worked on and/or developed the QS-9000 directly or within 1st Tier for OEM; Technical Degree and/or equivalent in Quality Management; Five (5) years experience in field. Able to understand basic comprehension of financial reporting system; Internal and External Quality Auditing capabilities.

JOB DESCRIPTION: Responsible for implementation and

compliance of company quality policies and procedures; understand process of N/C work stoppage; Maintain Quality System to QS 9000 and ISO 9001-94; Resolve quality issues with suppliers and customers; Document, investigate and correct deficiencies; Maintain product traceability system; Represent customer in QS 9000 requirements.

Forward CV in confidence to: Human Resources, Satisfied Brake Products Inc., 805 Education Road, Cornwall, Ontario, CANADA, K6H 6C7

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All our courses are given using world-class techniques including state-of-the-art audio-visual presentation, workshops, interactive lectures, quizzes and team-based exercises. Our approach is centered on the reality companies are face in implementing and maintaining their quality system.



Quality Systems Training

5TH Edition



1. Certified ISO 9000 Lead Auditor

This intensive five day course includes an in-depth analysis of the audit cycle, the ISO 9001 standard and its application.



May 8th to 12th (Montréal)
September 25th to 29th (Montréal)

1395 \$ *

2. Certified Internal Auditor

A three day interactive course that includes an in-depth analysis of the audit cycle and the ISO 9001 standard, workshops, interactive lectures, quizzes and team-based exercises. This course will enable you to become a RAB registered internal auditor.



April 3rd to 5th (Montréal)
June 20th to 22nd (Montréal)
September 8th to 12th (Montréal)

New in Canada and only at SB/D&T

995 \$ *

3. ISO 9000 : 2000 overview

A half-day course (4 hours) detailing the changes made to the ISO 9001 standard for the year 2000, based on draft international standard ISO/DIS 9001

April 14th 1:00 PM (Montréal)
May 17th 1:00 PM (Montréal)
June 13th 1:00 PM (Montréal)
August 17th 1:00 PM (Montréal)
September 1st 1:00 PM (Montréal)
October 20th 1:00 PM (Montréal)

195 \$ *

4. Using ISO 9000 to generate profits

A one-day course that will show you how to use profitability techniques through your ISO 9000 system to generate more profits.

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For more information,
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• Special rates for group available Name: _____ Company: _____

• Reduced price for course combination Address: _____ Phone: () _____

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date: - - - - - Fax: () _____

Send me detailed course information
course # : 1 2 3 4

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* Taxes not included

The Quality Timeline (Continued)

(Continued from page 5)

the province's separatist party.

Two hundred members and guests attended the first Quality Month celebrations, a half-day Forum on "Quality Competitiveness" and organized jointly by the Montreal and Québécoise Sections, and the Society of Reliability Engineers. Membership hits a high of 386.

In May of 1987, Len BARTH and Lin HUMPHRIES were honoured for their past contributions and commitment to the Montreal Section's development during the *difficult* period of 1980-1986.

1988 — Koalaty Kid

The Montreal Section became sponsor of Allion School's Koalaty Kid Program at the request of Jack POMPEO, of Northern Telecom, who had enrolled the school in ASQ's program.

1989

The Montreal Section sponsored an Nova Scotia Sub-Section. The Ottawa Sub-Section becomes an ASQC Section and 80 members of the Montreal Section transfer out. The Newsletter is printed on pink paper.

Four hundred members and guests were treated to an All-Day Forum organized jointly by the Montreal Section, the Section Québécoise and the Association Québécoise de la Qualité on October 17th and aimed at « senior management ».

1990

The Registrar Accreditation Board founded as an independent organization to accredit third-party ISO 9000 regis-

trars.

The Montreal Section celebrates 40, the Newsletter is printed on yellow paper and the first member survey was conducted. The Executive voted a \$250 annual prize for the best term project in the Quality Project Course of the École de technologie supérieure's Quality Assurance Certificate program. One hundred members and guests attend the fifth and last All-Day Forum. Future quality month activities would be run in conjunction with ASQ's Quality Forum world satellite broadcast.

1991

ASQ celebrated its 45th anniversary by moving to 611 East Wisconsin Ave., Milwaukee. Membership exceeded 100,000.

1993

ASQ hosted labor-management roundtable in Washington. Public Sector Network Technical Committee established. *Quality Management Journal* debuted. Montreal Section membership was 522.

1994

First American Customer Satisfaction Index, measuring consumer satisfaction with the quality of goods and services released. Eleven elementary schools participated in the Koalaty Kid training initiative.

Roger GUITAR, past Chair, is named ISO Coordinator to investigate and promote various activities about the ISO-9000 quality programs.

1995

ASQ established a web site on the Internet's World Wide Web.

With the advent of more accessible and powerful software, Neil ASBIL gives our *Newsletter* a refreshing new look which includes articles on many subjects, cartoons, fancy borders and fonts.

1996

ASQ celebrated its 50th anniversary. Sections all over the world planned events. The Montreal Section throws its own party and invites many of its past chairs. For the sixth year in a row, the Section attains top level of the Section Management Award. ASQ approves the Montreal Section's Award program. The first Quality Award is given to Joseph KELADA.

1998

The Montreal Section appeared on the Internet's World Wide Web. Ray DYER, Data Chair, added Section information on ASQ's web page along with a personal link. JP AMIEL, Newsletter Editor, Published a "virtual" copy of the *Newsletter* on his personal web page.

1999

Norm DICKINSON, Data Chair, opened the Montreal Section's own web site on the World Wide Web at www.ASQMontreal.qc.ca.

2000 and beyond....

The Montreal Section of ASQ celebrates its 50th anniversary.

Maybe someday, you'll be part of this timeline. *Q*

Robert (Bob) FISHER, 1999 ASQ Fellow



« For promoting quality initiatives in the Toronto Section and community, and throughout the Canadian Region. »

The Toronto Section of ASQ has sponsored **Bob FISHER**, past chair of that section and ASQ's Regional director for Region 4 (Canada) to the grade of ASQ Fellow.

Bob's been an ASQ member for 20 years, and Regional Chair for three terms. He is Director of quality and technical services for Consumers Glass in Toronto and has been serving on ASQ's board of directors since 1995. Over his career, he has held various positions in quality engineering and management.

Well done and keep up the good work !!



ISO-9001 and 14001 — The Alignment Goal

by JP Amiel, Newsletter Editor, CQA

In March, Robert STEVENS, presented the *Draft International Standard (DIS)* revision of ISO-9001:2000. One reason for the revision was to align it with ISO-14001. Why and what is ISO-14001? We investigated for you.

As well as giving the public a growing awareness of environmental performance, technology advances have made our world much « *smaller* ». International trade is as common as interstate trade and we can't evade the ideologies and expectations of foreign markets any more than they can escape ours. So, why an *Environmental Management System*?

An organization will develop a positive image with shareholders and customers by implementing an Environmental Management System (EMS). Also, a reduction of operational costs, lower frequency of expensive errors as greater efficiencies are achieved, leading to more favorable insurance rates and finally, being able to gain competitive advantage, a critical aspect of global business today.

The ISO 14000 EMS Model

The series helps any organization address environmental issues in a systematic way, thereby improving its environmental performance. Its highest priority is environmental protection and accountability to all employees and adherence to all environmental laws and regulations, and communication of commitment to all stakeholders. Thus, the EMS requires strategic planning of *environmental* performance objectives and targets, and periodic performance measurements, system audits, and management reviews. The initial version of the series consists of seven standards.

1. The EMS Requirements

- **Guidance Document** — Assistance to organizations initiating, implementing or improving an Environmental Management System.
- **The Certification Standard** — "Core" requirements for developing and implementing an EMS which may be certified/registered by a third party, and suitable to organizations of all sizes, types, and locations. It integrates the environmental management systems with existing management policies and procedures.

2. Environmental Auditing — Provides for general principals and guidelines for environmental management systems auditing, and criteria for environmental auditors.

3. Environmental Performance Evaluation (EPE)-- A process to measure, analyze, assess, and describe an organization's environmental performance against agreed criteria for appropriate management purposes — Gathering, sorting and grouping data, evaluating how targets and objectives were met, and reporting the data to interested parties and stakeholders.

4. Life Cycle Assessment (LCA) -- A tool to evaluate the environmental attributes associated with a product, process, or service.

5. Environmental Labeling -- Requirements for three types of labels — the *seal of approval*, the *single-claim label* and the *environmental report card*.

6. Environmental Aspects in Product Standards — To raise awareness that *product design* provisions can affect the environment in both negative and positive ways, encourages the use of life cycle thinking and recognized scientific methodologies in developing product standards that incorporate environmental aspects.

7. Terms and Definitions -- Defines the terms used in the series.

What is ISO 14001?

It establishes a framework to *manage environmental performance* and provides a method for third-party certification to the *voluntary* standard within the following factors :


- 1.0 Environmental Policy
- 2.0 Planning
 - 2.1 Environmental aspects
 - 2.2 Legal and other requirements
 - 2.3 Objectives and targets
 - 2.4 Environmental management program(s)
- 3.0 Implementation and operation
 - 3.1 Structure and responsibility
 - 3.2 Training, awareness and competence

- 3.3 Communication
- 3.4 Environmental management system documentation
- 3.5 Document control
- 3.6 Operational control
- 3.7 Emergency preparedness and response
- 4.0 Checking and corrective action
 - 4.1 Monitoring and measurement
 - 4.2 Non-conformance, corrective and preventive action
 - 4.3 Records
 - 4.4 Environmental management system audit
- 5.0 Management review

Many of these resemble those of ISO-9001. So, why create *two* systems ? Combining them could save time and effort and result in an even more complete system for the organization.

Impact

The EMS provides order and consistency in organizational practices to anticipate and meet growing environmental performance expectations through continuous improvement.

Like ISO 9001 certification, it does not preclude an organization from *producing a defective product or service*. However, the Life Cycle Assessment, allows an organization to identify impacts along the **entire process** of a product's life from raw material, through manufacturing, distribution, transportation, use, recycling and to final disposal. It considers environmental aspects as well as activities and operations, thus, it will have a broader, deeper impact on the operations of many companies. 

In this *Newsletter*, read how two local organizations have obtained both ISO 9001 and 14001 Certifications.

I mostly used *ISO 14000 Overview*, by L. FLORES, *et.al.*, published by the *College of Business Administration, University of Texas-Pan American*, 1996. For other information see www.mgmt14k.com, BSI at www.tc207.org/faqs/index.html, or ISO at www.iso.ch.

Registering to ISO 14001 — Two Success Stories

The 25th Canadian Forces Supply Depot Celebrates

A special report by Eric STERN, Treasurer, ASQ Montreal Section

Recently the Department of National Defense (DND) 25th Canadian Forces Supply Depot in the east end of Montreal, celebrated registration to the ISO 14001 standard — The first logistical organization.

Through the speeches of the DND representative, the depot Commander and the organizers of the preparation for registration, it is evident that the effort was a major one and that the civil and military employees were proud of their achievements.

This strategic storage and distribution center had already been registered to ISO 9002 last year and now it was receiving its ISO 14001 registration from SGS Certification Services.

The depot supplies all of eastern Canada, and UN and NATO operations — That's over 900 suppliers and 500 purchasing agents bringing 330,000 different types of materials for storage, dis-

tribution, repackaging and added value operations to 1,500 clients — including dangerous BPCs and a small amount of radioactive materials (mostly from measuring instruments). It also handles repairable material and the return to the units.

The depot's management decided to follow a policy of respect for current legislation and the code of the management of DND and Canadian Forces, to initiate and maintain an environmental management system, *to prevent pollution, promote continual improvement and to maintain communications with interested parties and partners.*

Modern storage and handling technological changes were implemented to protect the environment. The program also covers leaks and overflows, fire, sewage, dangerous materials, scrap and pallets.

The advantages of this environmental management system include:

- centralised management / distributed implementation;
- involvement of all employees;
- reduction of risks to the environment;
- economies of material resources.

The integration of the ISO 9002 and 14001 systems has allowed the Depot to use a single management team, one non-conformity database, joint audits and documentation system and a common management review.

An encouraging conclusion is obvious — *It is possible to be socially responsible and productive at the same time.* ☞

- 108 Canadian organizations obtained 210 ISO 14001 registrations;
- 44 of have both ISO 9001 and 14001 registration, two are governmental (25 CFSD and FMF Cape Scott).

SCI Systems (Canada) Achieves ISO 14001 Certification

By Pierre Marquis, P.Eng., MBA

Several months ago a committee was set up with the goal of obtaining a certification before the end of 1999. Today, a banner is displayed outside the plant and SCI employees of Plant 17 in Pointe-Claire, Quebec, are all very proud of their ISO 14001 certificate. It was received last December from their registrar, the National Standards Authority of Ireland (NSAI) at the first attempt.

The committee, composed of representatives from Quality, Personnel, Materials and Engineering, met weekly to follow a project plan based on the ISO 14001 standard requirements. It also got help from 36 other SCI sites around the world.

Another plant, in Brockville, Ontario, is also ISO 14001 certified. It was acquired last year from Nortel Networks.

In 1999, two significant environmental milestones were achieved — fine paper consumption was reduced by 22% and water consumption decreased by 70%.

The hardest step towards certification was to change the 800 employee's behaviour about recycling. For example, rags contaminated with solder paste are now sorted at the source. Before certification, they were put into garbage cans. The committee solved this issue by identifying all recycling bins (blue for paper, yellow for plastic, etc.) and by training all workforce on the environmental policy, objectives and targets.

In December, from over 80 suggestions, « *Environment: Act now for our future* » was selected as the winning slogan to promote good environmental practices within the workforce.

Now that the plant is certified, the committee is working on means to further promote the importance of environmental concerns at SCI. A booklet is being developed for employees and will set forth the environmental policy, objectives and targets, and the responsibilities of employees and committee members.

The site has applied for the Ministère de l'environnement du Québec's "*Phénix de l'environnement*," competition in the Environmental Management System implementation category. ☞

Pierre MARQUIS, is Quality, Environment and Stores Manager and a Montreal Section member. He may be reached at (514) 684-2327.

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.



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Q M I T R A I N I N G D A T E S I N M O N T R E A L

▪ ISO 9000

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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**.

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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 and value of quality in the community.* » 

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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

SPICE Assessor's Course October 23 – 27, 2000

The SPICE Assessor Training Course is a 5-day event providing participants with the knowledge and skills required to perform software process assessments according to ISO/IEC 15504—Software Process Assessment.

The course includes lectures, a realistic case study, workshop exercises and role play.

Upon completion participants will be able to:

- Understand and explain the use of software process assessment
- Assemble and brief an assessment team
- Plan and perform assessments using the embedded model in ISO/IEC 15504-5
- Present assessment results to the assessed organization

Who Should Attend?

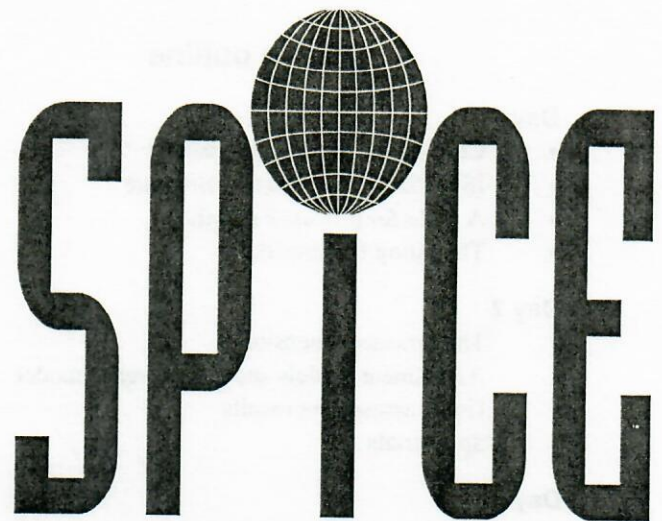
- Software Quality Assurance Specialists
- Software Quality Consultants
- Software Project Managers
- Specialists in software process improvement and/or management

Presenter

Alec Dorling is a Director at the Centre for IT Research and Technology Transfer (ITC) in Borås, Sweden. Alec is the SPICE Project Manager, the ISO/IEC JTC1/WG10 Convenor and also the Probe Project Manager. He is a chartered engineer with over 25 years experience in the software industry and is an internationally recognized expert in the field of software quality management and process improvement. Alec Dorling is a Lead SPICE Assessor and a Lead TickIT Auditor.

For More Information contact either Larry Jones or Stephen White.

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Software Process Improvement Capability Determination (SPICE)

ISO/IEC TR 15504

SPICE Assessor Training Course

**Hosted by
The Ottawa SPICE Consortium:
LFJ Group Inc.
Quality Management Services**

**Carpe Diem Informatics
Software Process Performance**

**Quality Practitioners Association of Canada
(QPrAC)**

**In co-operation with
American Society for Quality**



Ottawa Valley Section #0407

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ASQ Ottawa Valley Section Software Focus Chair
ASQ Software Division Regional Councillor - Region 4
(Canada)
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Course outline

Day 1

- Concepts of process assessment
- ISO 15504—origins and structure
- A scale for process capability
- The rating framework

Day 2

- The process dimension
- Assessment models and the reference model
- Using assessment results
- Spice trials

Day 3

- Requirements for an assessment
- Assessment model
- Assessor certification scheme
- Assembling the assessment inputs
- Planning
- Briefing the organization

Day 4

- Data collection
- Interview techniques
- Using tools
- Rating processes
- Validating conformance

Day 5

- Reporting results
- Examination

Certificate of Achievement

Participants who demonstrate satisfactory performance throughout the course and pass the final examination are awarded a Certificate of Achievement. This certificate demonstrates the necessary training requirement has been met such that participants are eligible to submit an application for recognition as a Provisional or Certified SPICE Assessor.

Materials Provided

All participants are provided with a comprehensive course manual that includes:

- A set of introductory notes including objectives and overview for each module
- A course programme
- A complete set of course overheads which serve as course notes covering all topics covered
- A comprehensive set of case study materials and exercises
- Supplementary materials including model plans, reports, and reference materials
- Details of the Certified SPICE Assessor program

- A full working version of a SPICE assessment software tool (time limited)

FEES: The registration fee must be submitted with the registration form. The **DEADLINE for registration is September 22nd, 2000.**

Please note importance of deadline below:

Fees for registration received on or before the Deadline are:

\$2,600.00 CDN plus GST (7%) for ASQ members

\$2,750.00 CDN plus GST (7%) for Non-ASQ members

Late Registration Fees (after the DEADLINE) are:

\$2,900.00 CDN plus GST (7%) for ASQ members

\$2,995.00 CDN plus GST (7%) for Non-ASQ members

FEES (International Money Order or Canadian Bank Cheque) ARE PAYABLE to "LFJ Group Inc."

The applicable Canadian GST # is 86645-8474

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Registration: To register mail this completed registration form along with payment to:

Ottawa SPICE Consortium, c/o

Larry F. Jones

LFJ Group Inc.

3 Patro Street

Ottawa, ON, Canada K1N 1G1

Cancellations: Substitutions may be made at any time. Cancellation may be made in writing up to September 22, 2000 for a full refund. Any cancellation after September 22, 2000 will result in forfeiture of the entire registration fee. The Ottawa SPICE Consortium and the ASQ Ottawa Valley Section #0407 reserves the right to cancel this course if sufficient registration is not received.