



February Event

THE MOST IMPORTANT
" ELECTION OF
2001 - 2002
EXECUTIVES"

Do not forget this important meeting.

Come and tell us what you think of your association and what you want us to do for you next year.

Schedule:

**DATE: WEDNESDAY,
February 21, 2001**

TIME: 5:30 PM

**PLACE: Hilton Hotel — Dorval Airport
FREE ADMISSION FOR MEMBERS**

Coming Events

General ASSEMBLY Meeting

On: *Wednesday, 21 February*

Annual Report from Executives
And Election of New Executives

Inexpensive Formation

For you and/or your employees this is an inexpensive way to receive 2 hours of formation.

The agenda of the meeting:

Social hour and registration: 17.30 - 18.15 p.m.

Dinner: 18.15 - 19.00 p.m.

Presentation: 19.00 - 20.30 p.m.

Comments: 20.30 - 21.00 p.m.

Unable to join us for dinner, but could join us for coffee after 19.00pm the coffee and the speaker's presentation is **FREE!!**

For Reservations:

**Bernard DOIRON - by the 5th Feb.
(450) 653-4879 or Fax (450) 653-5585**

Congratulations

The Montreal Section extends its congratulations to the following candidates for passing their June certification examinations.

CQA: Josee Bouchard, Ernest Skuja, Danut Tanasie, and Lucie Tremblay.

CQE: Michel Arbour, Regine Elvire Bile, Michel Hodak, and Anne Savard.

CSOE: Marco Speranza.

Section Postal address: PO Box 39, Côte Saint-Luc Station, Côte Saint-Luc. Oc. H4V 1H8

Event Date	Activity	Description
03/14/2001	ISO 14000, integration with ISO 9001	Experience in implementation of these two Standards.
04/11/2001	Registrars	An overview of the implementation of the new standards: ISO 9001 - 2000
05/09/2001	Networking	Old and New members' get together and ex. Committee

NO ACTIVITIES IN JUNE, JULY AND AUGUST

Message from the CHAIR...

Benefit from the Experience!!
Become a Member of Your Section Executive

By Keith FORCIER. - Chair

Happy New Year to all members,

Well it is the start of the new millenium and a new year of upcoming events. The General Assembly in February is where we choose the next executive for the year 2001-2002, so if you are interested please join us. Back on December 5 2000, I was privileged to attend the Allion School Pep Rally. As you might be aware, the Allion School is part of the Koalaty Kid program partly sponsored by the Montréal Section. It was quite an event where the students participate in setting goals and measuring their progress. As part of the curriculum Allion School stresses reading in the Koalaty Kid program. Other programs that also bear mentioning are: How to manage conflicts on the school grounds and how to manage bullying. I would like to thank Ms. Penny Lewis and her dedicated staff for enthusiastic afternoon. For more information on the Kaolaty Kid program, please contact Kevin Laframboise of our executive.

Editor's Notes

Dear Members:
Happy New Year.

I welcome comments from the members and their contributions in making this NEWS LETTER interesting and as a source of keeping all of up dated, connected and well informed.

We will be having our General Meeting as scheduled on Feb 21, 2001. New faces will come up with some new suggestions and ideas. We are looking forward to seeing you there.

Alam, Ansari
News Letter Editor

QUALIFICATION ENHANCEMENT

ASQ Montreal Section Education Program for Winter 2001

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 quality. 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.

Schedule	Duration	Member Fee	
	N.member	Fee	
CQA (R) 01.09.2001	7 weeks	\$649	\$749
CQE (R) 03.06.2001	10 weeks	\$899	\$999
CMI (R) 01.09.2001	7 weeks	\$649	\$749

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.

ASQC 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: _____

Send form and cheque to:
David Tozer
ASQ Education Chairman
159 chemin Stillview, Pointe-Claire, Québec H9R 2Y1

Questions?
(514) 697-3831
tozerdd@sympatico.ca



LES GRANDS PRIX
QUÉBÉCOIS
DE LA QUALITÉ

INVITATION AUX MEMBRES DES ASSOCIATIONS PROFESSIONNELLES POUR COLLABORER AUX GRANDS PRIX QUÉBÉCOIS DE LA QUALITÉ Édition 2001

Les Grands Prix québécois de la qualité, édition 2000, ont connu encore un franc succès. Le 21 septembre, M. Bernard Landry, vice-premier ministre du Québec, remettait un trophée des Grands Prix au lauréat de la Catégorie PME de services, la Caisse populaire Desjardins de Granby/Bromont. Par ailleurs, deux Mentions furent attribuées; les récipiendaires sont la Banque Nationale du Canada et Stablex Canada inc.

Rappelons que les Grands Prix québécois de la qualité permettent une véritable reconnaissance des efforts accomplis par les entreprises privées et les organismes publics dans la quête de la qualité. Ces prix, gérés conjointement par le ministère de l'Industrie et du Commerce et le Mouvement québécois de la qualité, visent à souligner le travail des organisations qui ont réussi à appliquer avec succès les principes de la qualité totale dans tous les aspects de leur gestion.

Dans le cadre de l'édition 2000, plus de 55 évaluateurs et chefs évaluateurs, provenant de différentes associations professionnelles, ont contribué de façon exemplaire à l'évaluation des candidatures soumises.

Pour l'édition 2001, nous lançons à nouveau une invitation aux experts ou professionnels en gestion à se joindre à notre groupe d'évaluateurs et de chefs évaluateurs. Ces personnes auront à remplir des conditions d'admission prédéfinies et fournir de 7 à 10 jours de travail bénévole.

Des chefs évaluateurs seront sélectionnés parmi les évaluateurs par le comité des cogestionnaires des Grands Prix suivant des exigences supplémentaires.

Votre participation vous procurera les bénéfices suivants :

- Se former aux critères d'évaluation des Grands Prix ;
- Avoir l'opportunité d'être accrédité comme évaluateur QUALImètre ;
- Souligner votre participation dans votre publicité à titre d'évaluateur des Grands Prix;
- Connaître des pratiques gagnantes ;
- Faire reconnaître vos expériences en gestion.

Pour plus d'information, veuillez communiquer avec nous ou faire parvenir votre demande d'inscription à l'adresse suivante :



Direction du développement des
entreprises et des affaires
Jacques La Rue
380, rue St-Antoine Ouest, 5e étage
Montréal (Québec) H2Y 3X7
Téléphone : (514) 499-2199 / 5424
Télécopieur : (514) 873-9912
Courriel : prix.qualite@mic.gouv.qc.ca
Internet : www.mic.gouv.qc.ca



MOUVEMENT
QUÉBÉCOIS
DE LA QUALITÉ

Mouvement québécois de la
qualité

Philippe Vézina
Téléphone: (514) 874-9933 /
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**ASQ – MONTREAL SECTION GENERAL MEETING
AT 5:30 PM ON
FEB. 21, 2001 AT HILTON DORVAL, Montreal**

LES GRANDS PRIX QUÉBÉCOIS DE LA QUALITÉ

FORMULAIRE D'INSCRIPTION / ÉVALUATEUR ET CHEF ÉVALUATEUR APPLICATION FORM / ASSESSOR & CHIEF ASSESSOR

Je suis intéressé(e) à participer aux Grands Prix québécois de la qualité en tant qu'évaluateur ou chef évaluateur :
I am interested in taking part in the Grands Prix québécois de la qualité as an assessor or chief assessor :

Nom : _____ Prénom : _____
Family Name : _____ First Name : _____
Titre professionnel : _____ Poste : _____
Title : _____ Position : _____
Nom de l'organisation : _____
Name of Organization : _____
Adresse : _____
Address : _____
Ville : _____ Province : _____
City : _____
Code postal : _____ Fax : _____ Cellulaire : _____
Postal Code : _____ () Cellphone : ()
Téléphone (bureau) : _____ Téléphone (résidence) : _____
Phone (office) () Phone (home) : ()
Courriel (email) : _____

S.V.P., veuillez joindre votre curriculum vitae à la présente demande. Si vous agissez ou avez agi à titre de consultant, fournir la liste des clients des douze derniers mois et ceux en cours, dans le but d'éviter les conflits possibles d'intérêts. Nous vous assurons de la confidentialité de cette information. / Please enclose your resume with this form. If you are acting or have acted as a consultant, provide your client list for the last twelve months, including current clients, to avoid conflicts of interest. Be assured that this information will remain confidential.

Types d'organisations où vous avez déjà évolué ? Vous pouvez cocher plus d'une case. / Types of organizations for which you have worked. Feel free to check more than one.

- PME Grande entreprise Manufacturier Service Organismes publics
 Small Business Large Business Manufacturing Service Firm Public Organization

Quels sont les secteurs d'activités où vous avez de l'expérience ? (alimentation, textile, produits métalliques, services bancaires, etc.) / In which industries have you worked? (food, textiles, metal products, banking, etc.)

Quelles sont les spécialités ou fonctions de gestion où vous avez évolué ? (ventes et marketing, recherche et développement, achats, production, qualité, environnement, comptabilité, informatique, autres) / In which management specialties and/or positions have you worked? (sales & marketing, R&D, purchasing, production, quality control, environment, accounting, data processing, etc.)

Veuillez nous indiquer votre disponibilité entre le 7 mai et le 31 août 2001 (période de vacances). / Please indicate your availability between May 7 and August 31, 2001 (holiday period).

Envoyez votre demande aux coordonnées suivantes :
Please send your application form to :

GRANDS PRIX QUÉBÉCOIS DE LA QUALITÉ
Direction du développement des entreprises et des affaires
Ministère de l'Industrie et du Commerce
380, rue Saint-Antoine Ouest, 5^e étage
Montréal (Québec) H2Y 3X7
Télécopieur/Fax : (514) 873-9912
Courrier électronique/Email : prix.qualite@mic.gouv.qc.ca

Signature : _____

Coaching Operating Principles!!

A starting principle in coaching is a relationship of mutual respect, trust and freedom of expression between coach and coachee. Not much coaching can happen without such a relationship.

A second principle is that of pragmatism. This means that continual correction based on outcomes is more important than the application of specific theories or practices in the coaching process. Keen observation of the facts, creativity and realignment are essential elements.

Each coaching interaction must be a learning experience both for the coachee and for the coach. James Flaherty calls this principle "two tracks" to indicate that one track is the work done with the coachee, while the other track is the work that coaches do with themselves. Correction based on outcomes, constant questioning of the assumptions, willingness to abandon techniques are key components that characterize this principle. Some coaches distinguish blindness, prejudice, stubbornness or rigidity as very important factors when clients are found "uncoachable". This area is very different from sports coaching, where often antics, pressure and force are the tools used to achieve progress towards the desired accomplishments. Sports coaches seldom learn from their coachee.

Coaches recognize that coachee go in a coaching relationship from a

Eric Stern is a chemist, MBA, CQA, who lately has taken on coaching as a part-time activity and career interest. He has coached participants in "Self Expression and Leadership", "Communication Access to Power" and "Communication Power and Performance" courses, people with interest in personal growth and small entrepreneurs interested in breakthroughs in their business. He intends to publish a series of short bulletins on what coaching is and how it fits in the field of quality professionals. You can reach Eric Stern at eric@cam.org.

position already given by their previous experiences and interpretations entrenched in their life's, an "already-always" position. It is the job of the coach to fit into this structure of interpretations. Coachee has always views, concerns, possibilities and commitments already there. Coaches need to take in account the stability and momentum of habits and fit the interaction to the individual or the team.

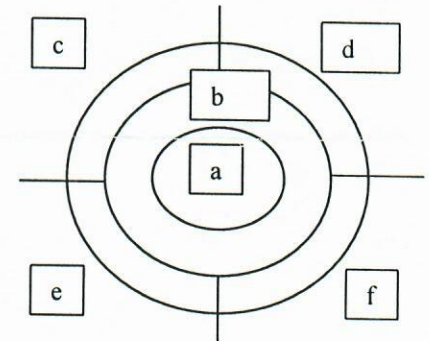
Another principle is that using only techniques does not work. Routinized, mechanical ways of coaching do not give results. Coachee soon discovers the nature of techniques and start resenting them. Creativity and human heart need to be present and compensate for the rigid nature of techniques.

Effective coaches apply these principles aiming towards long-term excellence, competence to self-correct and competence to self-generate.

In the world of quality systems, structures set in place and expected to have certain stability in time, such principles provide points of view and actions that break patterns and allow the establishment of new patterns and structures. In the worlds of process re-engineering or Kaizen coaching relationships fit in naturally as instruments that access human resourcefulness, creativity and constantly question the validity of rules in order to set up new ones, more appropriate for the goals to which the coachee and the coach commit.

In the PDSA cycle of continual improvement the principles of coaching and their application in

practice appear as the oiling mechanism that speeds the machine by helping individuals and the teams involved bring their full potential into play.



Legend:

- A: Individual + Coach
- B: Team & Coach
- C: Act
- D: Plan
- E: Study
- F: Do

In the next note we will take a look at some basic principles in coaching.

Contribute in **YOUR** Newsletter by writing Quality Articles, Practical experiences during ISO - implementations. Share your ideas with members. We will publish them for you....

**ASQ - Montreal
Section (0401)
For:
New Student
Branch**

Please contact
Kevin Laframboise.
Tel (514) 848 2978. Email:
lafrak@vax2.concordia.ca

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.

The Newsletter ASQ – Montreal Section 0401 is a monthly issue mailed to the members, sponsors and patrons. The objective of the newsletter is to provide information useful to its members and valued sponsors, bridge the gap for better communications among members, create and provide a solid platform for career development, opportunities and expose the path for quality certification. The newsletter also publishes section activities, conferences and seminars. *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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Looking for New Career Opportunities

Go to www.asqmontreal.qc.ca for job postings of interest to members of the Montreal Section of the ASQ. Then click on "Career Opportunities". New ones are being added all the time.

Employers: Do You Have a Quality Related Position That You Need Filled?

Post it for **FREE** on the section's web site.

The Montreal Section of the ASQ is comprised of more than 400 experienced professionals in the quality profession. Go to www.asqmontreal.qc.ca, click on "Career Opportunities", go to NOTE #3 at the bottom of the page and follow the instructions. It is simple.

To our members!!

The Section Executive has decided to advertise Career Opportunities on the section web site exclusively. This is due to many reasons none the least of which is that many employers who do advertise with us require the applicant to apply for the posted position "on-line".

ASQ – Membership benefits

- Quality Management Journal, Quality Press and Quality Progress
- On Line help and Networking
- Seminars and Conferences
- Examination guideline / assistance and Certification Courses.
- Periodicals / Books and R & D Reports on Quality

Ad size (8 1/2 x 11)	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
Sponsoring the Newsletter	\$ 150	\$ 200

Rates apply for placing ad. in one Newsletter issue. Discounted rates are available for multiple issues. Companies with an ASQ membership may advertise employment opportunities in quality related fields.

Articles, profiles, announcements, activity, advertisements and reports are welcomed from all ASQ Members.

LOOKING FOR A CHANGE??
CHECK YOUR SECTION'S NEW WEB PAGE FOR
CAREER OPPORTUNITIES AT
WWW.ASOMONTREAL.OC.CA

ADVERTISEMENT SPACE AVAILABLE

Contact M. Alam Ansari, Newsletter Editor & Publicity at (514) 696-9184, Fax No: (514) 696 9184 / 344 1822 or e-mail at ansari@videotron.ca