



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

ISO 14000 AND ISO 9001

Come and meet, listen and share the experiences of our guests Nathalie NADEAU and Serge GÉNÉREUX of the *25th Canadian Forces Supply Depot* (National Defence) with those two standards.

DATE: WEDNESDAY, MARCH 14, 2000

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

COST: Members \$25 Non-members \$30.

And, we pay the Parking !!

For reservations or information :

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

Unable to join us for supper?

The coffee and the conference are free after 7:00PM.

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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

OUR OWN STUDENT BRANCH !!!

It was discussed for years, became part of the 1998-1999 Section Management Plan's *incubator*, but it finally took Kevin LAFRAMBOISE's perseverance to do it. *Yes folks . . .*

On Friday, February 9, 2001, the ASQ Board of Directors approved the bylaws and the formation of ASQ's Montreal Section Student Branch.

At the February Annual Assembly, Keith FORCIER, Chair of the Montreal Section, made the announcement. The *Montreal Section Student Branch* has its own Executive and Todd JOHNSON is the first Chair.

In a congratulatory letter to Keith and Todd, Laura HOFMANN, Administrator, at ASQ Section Relations thanked everyone involved with forming the new branch and exclaimed « We truly appreciate your effort and hard work! »

We wish the Student Branch a continued success . . .

Say buddy, can you spare some time?

On a nother note, let me explain that over the last fifty or so years, your Executive has strived to develop and maintain a special *rapport* with its members. The Montreal Section *Newsletter* has always been at the heart of those efforts.

And so, over those years, not only has it seen many editors and undergone many facelifts, but it has evolved to become something of a pride to your Executive, and hopefully you, our members.

Over the past months we have tried to maintain that tradition, but we are faltering, and we need your help.

We are looking for dedicated individuals who want to write the banner and uphold the tradition. If we can build a small team, then the task of editing will be easily shared.

Are you one of those individuals — a closet Hemingway or budding journalist? Contact me at (514) 280-5412 or Keith FORCIER at (450) 969-0709.

. . . . Its **YOUR** Newsletter. 

BTA Training Sessions

ISO 9001: 2000

Upgrade, Requirements, Application and Transition

March 7 and 22 in French
April 3, 2001 in English

- ◆ Schedule : 8h30 -17h00
- ◆ Cost : \$ 345.00 (This includes taxes, 200 pages Training Manual, the new ISO 9001 Standard, Tools, Form and an Audit questionnaire with 154 items)
- ◆ Location: Montreal at 1010, Sherbrooke Street West, Suite 1800
- ◆ Speaker: Branimir Todorov, international advisor on ISO 9000 registration, ASQ Senior Member and Technical expert from ISO/TC 176

Each participant will receive a training certificate

Call for registration forms at (514)-843-5115.

We'll be delighted to meet you at these sessions !!!
Visit our Web site at www.bta.qc.ca/index1.html.



Annual Assembly Approves A New Executive

By Isabelle LEMIEUX, Secretary

The members present at the February 21, 2001 Annual Assembly approved the slate of officers proposed by the **Nominating Committee**. The committee was composed of Bernard Doiron (Chair), Norman Dickinson, Kevin Laframboise, J.P. Amiel, and Sam Weissfelner.

Here are the new officers for the **2001-2002 Executive**.

- Section Chair:** Keith Forcier
- Vice Chair:** Inteaz Alli
- Secretary:** Isabelle Lemieux
- Treasurer:** Raymond Dyer

The following positions and committee chairs must also be filled: Examining, Recertification, Newsletter, Koalaty Kid, Education, Membership, Awards, Internet Liaison, Program and arrangements, Historian

To apply for any of the positions above, contact Isabelle LEMIEUX at (514) 818-2937 You **must** be a member of the Section in good standing. ☞

News@net

By Jean-Pierre AMIEL, Newsletter Editor

The listing of websites in this column does not constitute an endorsement of products or services.



A Montreal Quality Exchange List

At Executive Committees, we have, on various occasions, discussed the possibility of launching an *e-mail list* to enable members of the Section to exchange ideas on quality-related subjects and to contact each other. New advances in the Internet community capabilities makes this an easier task to set up. Other features also available are Messages, Chat, Files, Bookmarks, Polls, Calendar, etc. There will always be the possibility of unsubscribing.

If you are interested by this network opportunity? Contact Eric STERN, Section Treasurer, at eric@cam.org.

The ASQ e-Learning Center

ASQ is pleased to announce the launch of the ASQ e-Learning Center, a Web site dedicated to meeting the diverse education needs of our members by offering access to Web-based courses on a variety of quality-related topics. All courses in the ASQ e-Learning Center have passed a rigorous screening and review process and are chosen to reflect what our membership tells us they want and need in quality education.

The Web-based courses in the ASQ e-Learning Center are designed to accommodate busy schedules and varied learning styles. Learn at your own pace, whenever it is most convenient for you, access learning anywhere you have Internet access and eEliminate expenses associated with travel and time

away from work .

Visit ASQ's *e-Learning Center* at www.asq.org/e-learning . View the site, read the course offerings, and enter the e-Contest!

Plan to check back regularly for new course offerings. Development of the e-Learning Center will be ongoing as we seek to provide members with access to current and innovative learning opportunities available.

If you have a Web-based course you would like to have considered for review, contact Megan Voss at 800-248-1946 ext. 7686, or at mvooss@asq.org .

ASQ Members' Registry

ASQ encourages its members to use this exciting tool to find and contact members with similar interests. Go to the ASQ Website area and build your personal profile. The registry is searchable by both individual and sustaining members. This area is a great way to interact with ASQ members of similar backgrounds. Go to www.asqnet.org/member/member/registry.html .

Your E-mail

To improve *e-mail* communication with *ASQ* headquarters, your section or division, call ASQ to verify your address at 1-800-248-1946. ☞

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

HACCP — Le programme

Michel LECLAIR, VP Assurance qualité, Agropur

Sommaire de la présentation du 17 janvier 2001, par JP Amiel, CQA

Tout c'est acharné sur M. Leclair. . . L'annonce de l'événement n'a pu être envoyée aux membres à temps et une panne de secteur nous a forcé à débiter le souper et la conférence à la chandelle !! C'est donc un petit groupe qui a pu participer à cette soirée. Pour le bénéfice de tous, voici un bref sommaire de cette présentation fort intéressante.

Le Hazard Analysis Critical Control Point (*Analyse des risques et maîtrise des points critiques*) a été développé par Pillsbury dans les années 1960 afin de s'assurer que les aliments préparés pour les astronautes sont absolument sans risques.

Le programme est reconnu dans le monde entier comme choix idéal pour gérer la salubrité des aliments et mieux protéger la santé des consommateurs. Il s'applique depuis l'agriculteur jusqu'au consommateur.

C'est un programme volontaire de gouvernement canadien, mais obligatoire depuis peu pour les entreprises enregistrées avec agriculture Canada. Il s'imbrique avec ISO-9002 mais exige beaucoup plus d'attention aux détails des processus de transformation.

C'est une méthode systématique de prévention pour s'assurer de la salubrité des aliments et s'appuie sur des principes visant à *Relever les dangers; Maîtriser les points critiques des processus* et de *Vérifier en continue si le système fonctionne bien*.

Il permet de maîtriser tout au long de la chaîne du processus de la réception à l'expédition. Voici quelques exemples de dangers pour l'industrie agro-alimentaire : Bactéries; Moisissures; Parasites; Fléaux; Composés chimiques industriels; Métaux lourds; Matières étrangères (Déchets, éclats de verre, de métal, écailles de peinture); Toxine d'origine naturelle (Poison d'algues, toxines d'huiles) et des Dangers critiques réglementaires (Erreurs d'étiquettes, d'ingrédients).

Mise en œuvre du programme

Une équipe pluridisciplinaire de représentants des divers secteurs de l'entreprise qui participent directement aux activités quotidiennes de transformation. Elle peut référer à des spécia-

listes. Les membres s'engage à recevoir la formation sur les principes et techniques HACCP

Étapes typiques du projet d'implantation

M. Leclair nous a ensuite expliqué les 14 étapes pour son projet d'implantation et ce qu'il fallait surveiller.

Outils disponibles

Un manuel en quatre volumes pour la mise en œuvre, qui comprend des modèles génériques et une base de données de référence. Ce manuel est accessible à www.cfia-acia.agr.ca/français/ppc/haccp/manual/home.html

Programme préalable

Avant de débiter le programme, il faut adresser des pré-requis, des étapes ou procédures de type *universelles* qui permettent de maîtriser les conditions opérationnelles :


- ♦ Éclairage,
- ♦ Propreté (laver les machines régulièrement, se laver les mains avant de travailler, etc.),
- ♦ Entretien des lieux et équipements (Poussière, rouille, huile et graisse sur le sol, etc.).

Il existe toute une série de fiches d'évaluations (69) pour guider l'implantation de ces programmes :

- ♦ Locaux (Extérieur et intérieur, instructions sanitaires, eau, vapeur, glace),
- ♦ Transport, réception et entreposage,
- ♦ Équipement,
- ♦ Personnel (Formation, santé et hygiène),
- ♦ Assainissement, lutte antiparasitaire (Assainissement, vermine),

- ♦ Retrait.

Pour chacune de ces fiches, l'équipe identifiera *Que doit-on faire, qui doit le faire, à quelle fréquence et comment?*


Cela ressemble beaucoup à certains aspects de l'identification et de la catégorisation des dangers selon la norme MIL-STD-882. 

Journées HACCP

Préparer des tâches ou projets pour les temps "mort" et qui feront connaître les éléments du programme et feront travailler des équipes de personnes de divers secteurs ensemble eg. L'identification et l'inventaire de filtres et leur cycle de remplacement.

ASQ Quick-ies . .

At the ASQ board of directors meeting held November 2-3, 2000, in Milwaukee, Policy G-4, *Election of Honorary Members*, was changed to include both individuals who have made exceptional contributions to the profession and individuals who have made long-standing contributions to the betterment of ASQ.

State of the Society : Membership down 6%. Member satisfaction up 1%. Return on operations up. Reduced staff by 10%. Six Sigma activities expanding. ACSI sponsorship and growth increasing. Capital Campaign gaining momentum. World Partnership program very positive. Washington presence growing. 

Helping you learn from experience: **OURS**

UPCOMING TRAINING COURSES



ISO 9000

ISO 9000 Lead Auditor
\$1595

March 19th – 23rd (French – Montreal)
April 23rd – 27th (English – Montreal)

ISO 9000 Internal Auditor
\$795

March 7th – 8th (English – Montreal)
April 18th – 19th (French – Montreal)

QS 9000 New

Advanced Quality Planning (AQP)
\$795

April 10th – 11th (English – Montreal)

ISO 14001

ISO 14001 Lead Auditor
\$1795

March 19th – 23rd (Mississauga)
April 2nd – 6th (Mississauga)
June 11th – 15th (Montreal)

ISO 14001 Internal Auditor
\$795

May 2nd-3rd (Mississauga)

ISO 14001 Introduction
\$795

May 1st (Mississauga)

ISO 14001 Aspect, Impacts & Pitfalls
\$1095

March 19-23 (Mississauga)

OHSAS 18001:1999

**OHSAS 18001 Health & Safety
Implementation & Auditing \$795**

March 22nd – 23rd (Mississauga)

OHSAS 18001 Lead Auditor \$1795

May 14th – 18th (Mississauga)

ISO 9000:2000

Seminar \$295

March 27th (English – Ottawa)
April 12th (French – Montreal)
May 4th (English – Montreal)

Internal Auditor \$795

March 7th – 8th (English – Montreal)
April 3rd – 4th (French – Montreal)

Lead Auditor Transition \$895

March 27th – 28th (English – Ottawa)
April 5th – 6th (French – Montreal)


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In Quebec**

*** Current SGS ICS clients qualify
for a 10% discount on all of the
above courses ***

**For more information : In Montreal, call: 514-695-3310 or fax: 514-695-9799
Out of Town, Toll Free: 1-888-695-4769**

Upcoming Events



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
11 April 2001	The Registrars speak out on ISO-9000 Updates. Representatives from QMI, SGS and SBDT will give us an overview of the implementation of the revised standard ISO-9000.
9 May 2001	New Members and No-So-Old Members Night. An opportunity to network with your peers. A favourite event.



Welcome to Our New Members ! !

The Executive wishes to welcome the following "qualitician" members who have joined us in the

last few months.

- ♦ Carmelle Adam, SSA Services
- ♦ Alam Ansari, MET Consultants
- ♦ Myriam Archambault, Johnson & Johnson
- ♦ Robert R. Belanger
- ♦ Pascale Belanger, Nordx/CDT
- ♦ Josee Bouchard, Galderma Production
- ♦ Zachary Brachemi, Air Data Inc
- ♦ Gilberto Briceno, Seagram Americas
- ♦ William R. Caskie, Motorola Canada Limited
- ♦ Melanie Chevrette
- ♦ Kin S. Chitchong, Team Inc
- ♦ Harry Coifman
- ♦ Mario Coulombe, EMS Technologies
- ♦ Stephane Daudelin
- ♦ Samir Djeflal, Proxima Systems Limited
- ♦ Elmer Eng, Bericap North America
- ♦ Magali Finkler, Johnson & Johnson
- ♦ Elaine Gourlay, Wyeth Ayerst Canada
- ♦ Irina Grigore, PyroGenesis
- ♦ Joie Hellmeister, Xwave
- ♦ Barbara Jimenez Herrero, Seagram Americas LTC
- ♦ Carol Hoshe
- ♦ Christian Janelle, TPSGC, Gov. Canada
- ♦ Todd Johnson
- ♦ Susan Kalcsits, Dumur Industries
- ♦ Michel Lacroix, CAE Electronics Ltd Department 49
- ♦ Andre Langlois, Technologies M4 Inc
- ♦ Jean Yves Laramée, Americ Disc Inc
- ♦ Nathalie L'Ecuyer, Bristol-Myers-Squibb
- ♦ Isabelle B. Lefebvre, Bristol-Myers Squibb
- ♦ Anne Legros, Anrad
- ♦ Dominique Lemay, STCUM
- ♦ Isabelle Lemieux, USCO
- ♦ Raouf Mallouh, Noranda

- ♦ Elio Marcovecchio, Saturn Solution
- ♦ Francois Martel, CMHC-SCHL
- ♦ Victor Mihail
- ♦ Hytham Mokhtar, Honeywell
- ♦ Nancy Monaco, Gap Inc
- ♦ Danielle Munn, Aventis Pharma Inc.
- ♦ Valerie K. Myers, Technologies M4 Inc
- ♦ Zoran Novakovic, Vulcan Contentants Quebec Ltee
- ♦ Benoit Paris, Bell Helicopter Textron Canada
- ♦ Guomundur Svanberg Petursson, Landsvirkjun
The National Power Company
- ♦ Robert Proulx, Mackie Automotive System
- ♦ Jean-Pierre Quoibion, Bell Canada
- ♦ Elham Rajai
- ♦ Guy Ranger
- ♦ Yvonne Reyes, Lumenon Innovative Lightwave
Technology
- ♦ Alain M. Richard, Les Micro-Circuits C-MAC
- ♦ Jean-Pierre Rioux, ITF Optical Technologies
- ♦ Marie Josee Robichaud, RHI Canada Inc
- ♦ Christian Ribidoux, LA Darling Ltee
- ♦ Lawrence Rubenstein, AHF Aerated Home
Furnishing
- ♦ Muhammad Samiullah, Sentinel Canada
- ♦ Michel Sauve
- ♦ Sylvie Senecal, Quality Management Institute
- ♦ Abdul Hossein Sharifi, Alliance Medical Inc
- ♦ Jean Marc Taillon, Minacom Int'l
- ♦ Dan Taza
- ♦ Serge Teupe, SCI Systems
- ♦ Dean Theophilopoulos,
- ♦ Lucie Tremblay,
Galderma Production
- ♦ Aruna R. Venkateswaran, Royal Victoria Hospital
- ♦ Vincent Vermette, Moore North America
- ♦ Tien-Nhat Vu, Ericsson Research Canada
- ♦ Oliver Wilson, Metaphor Data Methods Inc
- ♦ LeRay Yannick, Harris MCD

First Student Branch Event — A Success!!!

By Harry COIFMAN, MBA Program and Student Branch Vice-Chair

The Montreal Section Student Branch held its first event last January 30th. Mr. **Andy BUCHANAN** of **Nortel Networks** presented a discussion entitled "*Kanban at Nortel Networks*". Despite the horrendous weather and clogged evening traffic, there were approximately 25 attendees to this event, primarily students from Concordia University and McGill University. This presentation proved to be of great interest for all those present. By sharing

a real world experience Mr. Buchanan has helped students to understand the practical application of the concepts learned in the classroom. The Student Chapter wishes to thank Mr. Buchanan as well as ASQ Section 401 for its support and cooperation in this event.

The next student-branch event, planned for late March, will be a "networking" type meeting. Quality managers of different firms are invited to be in attendance and speak informally and briefly

about their firm's quality initiatives. They might also enlighten students on types of quality-related jobs available. Interested Quality managers are asked to contact Kevin LAFRAMBOISE at lafrak@mercato.concordia.ca or (514) 848-2978. ☺



The value of a Quality network

by Raymond DYER (CQA, CQMgr)

In the past Section newsletters and events, we've discussed issues such as *Kaizen*, *Six-Sigma*, *Kanban*, the ever popular *ISO 9000*, *TQM*, *ASQ certifications*, *Coaching*, etc. Such information sharing remains one of the most interesting benefits of being a member of the ASQ and implies active networking with fellow Quality professionals.

The value, however, goes both ways, i.e., not only in what you learn but also in what you teach. For Quality professionals to truly grow, they must expose the Quality community to their opinions and participate in discussions affecting their field of expertise. They must also learn to accept that not all fellow Quality practitioners will agree with their points of view! Examples of areas we have yet to better explore are environmental interests and reliability.

As for the former, the Quality profession has increasingly become interested in **environmental** issues since a standard, similar to ISO 9000, was developed, i.e. ISO 14000. The approach of interpreting the standard, implementing and auditing a system for effectiveness, etc. are all similar. The only thing that really changes is what you're looking to meet.

That's my take on the situation, what's your point of view? The ASQ Montreal Section 401 Executive team is considering starting up a *committee on promoting the understanding of and participation in the ISO 14000 standard*. Would you be interested in participating? If so, please contact any one of the Executive team members and indicate your interest! Note that one of the best ways to get our attention is by e-mail; all of our addresses are on our web page!

As for **Reliability**, joining Nortel Networks has given me a whole new appreciation for this area of expertise. Before I joined, I never really understood the difference between *Quality* and *Reliability*. To me, a Quality product was a reliable one.

However, once exposed, I have come to realize that in the Telecommunications industry, as well as several others, the

distinction is roughly as follows :

- ♦ **Quality** — the product works when the customer starts using it.
- ♦ **Reliability** — the product keeps on working once the customer has started using it.

For example, if take out a light bulb from its packaging and insert it into a socket. If it doesn't work (Dead On Arrival or DOA) or burns out very shortly afterwards (Early Life Failure of ELF), that's a "Quality" problem. If, however, the light bulb burns out sooner than you expect it, based on its expected hours of life (Mean Time Between Failures or MTBF), that's a "Reliability" problem! Interesting, isn't it?

How could discussions on this area of expertise help you in your industry? Is there anyone out there that can submit short, user friendly articles to inform our Quality network on this or any other area of expertise and help us understand how the learnings in one industry can benefit Quality professionals in another industry. Note that articles wouldn't need to be long or detailed. As a matter of fact, we're looking for something the common Quality professional can digest and bring to their workplace. If you have such articles (hint to Lou of Nortel!), please submit them to our *Newsletter* Editor.

The Quality arena is always developing. Thank-you all for your role in furthering the cause and benefiting our Quality network. ☺

Raymond E. DYER has an MBA and is an ASQ CQMgr and CQA. He is Senior Manager Quality at Nortel Networks and an ASQ Montreal Section Director and a past Chair.
redyer@asqnet.org

The Montreal Section *Newsletter* is prepared by its members and published 8 times a year for members and friends.

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

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The American Society for Quality (ASQ) is a not for profit Society incorporated in 1946 as the American Society for Quality Control. In 1997, the Society changed its name to the American Society for Quality (ASQ) to better reflect its mission "...to advance individual and organizational performance excellence worldwide by providing opportunities for learning, quality improvement, and knowledge exchange."

ASQ's Vision Statement :

"A World of Improvement Through the American Society for Quality".

ASQ 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. 

The Montreal Section 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. »

Come visit at www.ASQMontreal.qc.ca

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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 an ad in *one* Newsletter issue only. Discounted rates are available for the same ad in multiple issues.

Contact **Jean-Pierre AMIEL, Newsletter Editor & Publicity** at (514) 280-5412 or e-mail at jpamiel@asqnet.org.