



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

**A**s the *51st* season comes to an end, your Executive Committee invites you to the annual *New and Not-So-Old Members' Night*. It's an opportunity to socialize and exchange with other members and your Executive Committee. A popular annual event.

**DATE:** WEDNESDAY, MAY 9, 2001

**TIME:** 6:00 PM

**PLACE:** Hilton Hotel — Dorval Airport

**COST:** *Free* for all.

*And, we pay the Parking !!*

**AGENDA:**

- Networking
- Hot and cold buffet

For reservations or information :

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

**Inside this issue:**

Editor's Corner	2
A Word or Two from Your Chair	2
Upcoming Events	7
ASQ Certification Exam Dates	7
New Members	7
Advertising Rates	8

*Special points of interest:*

- The Montreal Section 2001-2002 Committee Chairs
- Some thoughts on the Human Side of Change
- Looking for a New Career or for a Career Change

**LOOKING FOR A CHANGE ??**

CHECK PAGE 3 AND THEN YOUR SECTION'S WEB PAGE FOR CAREER OPPORTUNITIES  
**WWW.ASQMONTREAL.QC.CA**



## The Editor's Corner

By Jean-Pierre AMIEL, CQA,  
Newsletter Editor, [jpamiel@asqnet.org](mailto:jpamiel@asqnet.org)

### SUMMER'S HERE !!

Okay, not yet. But it's nice to look forward to something good. No soap box this time. In the next few months, we renew our Executive. I get to pass the helm over to Eric STERN, our present Treasurer. You've already had the opportunity to read him once in a while in our pages and I'm sure he'll be providing you with some more good insights into the *human* aspects of quality.

Hey !! Here's a great personal development opportunity — Your Executive still has a few empty seats. Some of us are still wearing multiple hats and it would be a great time to sign on with us. Why don't you give our Chairman, Keith FORCIER, a call at (450) 969-0709.

While you're on that phone, why not dial up ASQ at 1-800-248-1946 and **RENEW** your membership. Not only will this ensure that you don't miss the next issue of the *Newsletter*, but it will also provide us with the funds to maintain the activities that your Section offers locally.

Finally, this will probably be my last chance to write to you about all those wonderful years on the Executive and . . . . . wait a minute, didn't I do this last year ???

See you at the May event. . . It's FREE !!!

Its **YOUR** Newsletter. It's **YOUR** Section.

## A Word or Two from Your Chair

by Keith FORCIER  
Montreal Section Chair



**G**reetings to all members,

This will be our last newsletter for the fiscal year 2000-2001, I would like to take this opportunity to thank all the members of the Executive for their efforts in maintaining the Montreal Section. Their dedication has not gone unnoticed. It was exciting for me to be surrounded by their enthusiasm. I thank you!!

Also, to you, the ASQ Montreal Section member who has benefited for the events and education programs, we value your continued support. On behalf of the Montreal Executive — **Thank You!**

I would like to invite you that at this time that volunteers are needed for the executive next year (2001-2002). As a volunteer you will be involved in the continuation of this Section's contribution to the Montreal Quality community. So to get involved contact me at [kgfservice@aol.com](mailto:kgfservice@aol.com).



**MAIL BOXES ETC.**<sup>®</sup>  
SERVICES D'AFFAIRES ET DE COMMUNICATIONS

The *Montreal Section Newsletter* is regularly published and distributed by Mail Boxes Etc. (*Ville Mt-Royal*)

**A Small Business partner for all your business and communications needs.**  
**Printing, Publishing, Presentation documents, Courier, etc.**  
**Contact us to see how we can help your business.**

2348, Chemin Lucerne (Corner Cremazie)  
Ville Mont-Royal, Qc H3R 2J8  
Tel. (514) 341-6245, Fax: (514) 341-6922  
E-mail at [mbec224@videotron.ca](mailto:mbec224@videotron.ca)

Helping you learn from experience: **OURS**

**UPCOMING TRAINING COURSES**



**ISO 9000**

**ISO 9000 Lead Auditor**  
**\$1595**

May 14th – 18th (French – Montreal)  
June 18th – 22nd (English – Montreal)

**ISO 9000 Internal Auditor**  
**\$795**

April 18th – 19th (French – Montreal)  
May 8th – 9th (English – Montreal)  
June 5th – 6th (French – Montreal)

**QS 9000 New**

**Advanced Quality Planning (AQP) \$795**

May 30th – 31st (Mississauga)

**ISO 14001**

**ISO 14001 Lead Auditor**  
**\$1795**

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**

May 23rd – 25th (Mississauga)

**OHSAS 18001:1999**

**OHSAS 18001 Health & Safety**  
**Lead Auditor \$1795**

May 14th – 18th (Mississauga)

**ISO 9000:2000**

**Seminar \$295**

April 12th (French – Montreal)  
May 4th (English – Montreal)  
June 12th (English – Ottawa)  
June 14th (French – Montreal)

**Internal Auditor \$795**

May 2nd – 3rd (English – Montreal)  
June 28th – 29th (French – Montreal)

**Lead Auditor Transition \$895**

May 10th – 11th (French – Montreal)  
June 7th – 8th (English – Montreal)

\*\* Eligible for  
SQDM Credit  
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**

---

# *The Montreal Section 2001-2002 Committee Chairs !!*

---

The following nominations were approved by the Executive Committee.

- |                               |                         |
|-------------------------------|-------------------------|
| ♦ Program & Arrangements      | <i>Your opportunity</i> |
| ♦ Koalaty Kid                 | <i>Your opportunity</i> |
| ♦ Student Branch Advisor      | Kevin LAFRAMBOISE       |
| ♦ Membership                  | Bernard DOIRON          |
| ♦ Newsletter & Publicity      | Eric STERN              |
| ♦ Awards & Historian          | JP AMIEL                |
| ♦ Education                   | David TOZER             |
| ♦ Internet Liaison            | Norman DICKINSON        |
| ♦ Recertification & Examining | Norman DICKINSON        |

---

## *Some thoughts on the Human Side Of Change*

*Adapted from the March 2000, US Forest Service, Eastern Region Newsletter*

---


Implementing a quality program involves making some changes. In some organizations, this can be a major undertaking with disastrous consequences.

How do organizations successfully facilitate long-term change? In an effort to answer this question, the **American Productivity and Quality Center** conducted a recent study to identify four best practice organizations, examining the methods that help these organizations excel in organizational change. While each organization's techniques differ, the study suggests they all focus on one key aspect : *managing the human side of change*.

Here are some of the most successful fundamental ideas these organizations embrace . . .

1. **Change begins with people.** Before implementing organizational change, one organization believes, you must change your culture. The organization uses special programs to help employees understand the principles of change and put these principles into

action.

2. **Everyone becomes a leader.** For organizations to put their mission and vision into reality, it takes the whole community. Every member ultimately is responsible for helping the organization achieve its goals.
3. **Success starts within the culture.** To evaluate the progress of change, one organization examines organizational performance and results, rather than the progress of change itself. To this end, the organization conducts annual culture surveys that reveal the effects on change within the organization. One survey showed that these key elements lead to successful long-term change: leadership, culture change, workforce involvement, communication, education, supportive human resources systems, and a shared urgency for change. 

---

## *Looking for a New Career or for a Career Change*

*By Norman DICKINSON, CQA, Internet Liaison*


---

Head over to [www.asqmontreal.qc.ca](http://www.asqmontreal.qc.ca) and check out *Career Opportunities*. New quality-related positions are being added all of the time. Better yet why not get an *e-bulletin* mailed to your In-basket each time a new opportunity is posted.

To subscribe to the service, just send an *e-mail* request to [n.dickinson@asqnet.org](mailto:n.dickinson@asqnet.org) with "Add to Job List" in the Subject Line. The address that you send the request from must be the address that the e-bulletins will be sent to. You MUST be a member in good standing of the ASQ Montreal Section to benefit from this service.

### **Note to Employers**

Do you have a quality related position that you want filled by one of ASQ Montreal's highly qualified professionals?

Head over to [www.asqmontreal.qc.ca](http://www.asqmontreal.qc.ca) and follow the link to *Career Opportunities*. There are specific instructions on the page. You can also send the relevant information to me at [n.dickinson@asqnet.org](mailto:n.dickinson@asqnet.org). 

# *QMI Training Courses*

## ▪ *ISO 9000: 2000 Fundamentals*

### **WHO SHOULD ATTEND?**

Individuals who have limited or no prior knowledge of the ISO 9000 standards and want to gain an understanding of the requirements for the development of a quality management system within a manufacturing or service environment.

**DURATION:** 2 days

### **OBJECTIVES:**

This course will provide participants with an understanding of the rationale and intent of the various sections of the ISO 9000:2000 standards. This course meets the prerequisite requirements for the QMS Internal Auditor and QMS Lead Auditor Training Course.

**PREREQUISITES:** None

### **OUTLINE:**

- Introduction to ISO 9000 - benefits and application
- Quality Systems – historical background
- Objectives of a good quality management system
- The 8 Quality Management Principles
- Key concepts and definitions
- The “Core” ISO 9000 standards
- ISO 9001:2000 QMS – Requirements
- Overview of the Registration process

### **COURSE MATERIAL INCLUDES:**

- ISO 9001:2000 Quality Management Systems – Requirements
- ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements
- Quality Management Principles
- ISO Guidance on ISO 9001:2000 – Clause 1.2 Application
- Guidance on the Process Approach

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



*Making Standards Work for People and Business*

**Telephone: (514) 428-2491**

**Fax: (514) 694-9697**

# ISO 9000 & ISO 14000

## TRAINING DATES IN MONTREAL 2001

- 
- **ISO 9001:2000**  
TRANSITION COURSE **\$695.00** PLUS GST  
May 2-3 (F), June 6-7 (F), July 11-12 (F) **\$595.00** (FOR QMI CLIENTS) PLUS GST

---

  - **ISO 9001:2000**  
FUNDAMENTALS **\$795.00** PLUS GST  
May 28-29 (F), July 16-17 (E)

---

  - **ISO 9001:2000**  
FOR THE INTERNAL AUDITOR **\$795.00** PLUS GST  
May 30-31 (F), July 18-19 (E)

---

  - **ISO 9001:2000**  
QUALITY MANAGEMENT SYSTEM  
LEAD AUDITOR\* **\$1,695.00** PLUS GST  
June 11-15 (E) \*ANSI-RAB NAP Accredited. Meets training portion requirements for IATCA auditor certification.

---

  - **ISO 14000**  
ENVIRONMENTAL MANAGEMENT SYSTEMS  
LEAD AUDITOR\* **\$1,995.00** PLUS GST  
May 28-29 (E), July 23-27 (F) \*ANSI-RAB NAP Accredited.
- 

DURATION FOR ALL COURSES (EXCEPT THE LEAD AUDITOR COURSES) ARE FROM 9:00 AM TO 4:30 PM EACH DAY.  
THE DURATION FOR LEAD AUDITOR COURSES ARE 8:00 AM TO 6:30 PM (MONDAY TO THURSDAY) AND 8:00 AM TO 3:00 PM (FRIDAY, WITH AN EXAMINATION)  
FEES INCLUDE COURSE MATERIALS, APPLICABLE STANDARDS, CONTINENTAL BREAKFASTS AND LUNCHESES.

*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.*

*or register on-line:*

***www.qmi.com***




# Upcoming Events

By Bernard DOIRON, CQA



Finally, summer vacations!! The Section takes a break until September. This season was a challenge. It began with our 50th anniversary celebration. Again, I enjoyed organizing these events and meeting you there. Don't forget our last event of the season, a chance to meet your Executive and other members like yourself at our informal gathering. *See Page 1 for details.*

Do you want to help plan events for the upcoming season? Or do you have questions on our future Programs, don't hesitate to contact me, **Bernard DOIRON** at (450) 653-4879 or fax (450) 653-5585. 

## Welcome to Our New Members !!

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>◆ Michel Archambault, Grace Canada Inc</li> <li>◆ Mitchell Daudier, Thellen Environment Inc.</li> <li>◆ Ghada Khouri</li> <li>◆ Eduardo M. Popowski, Discreet Logic</li> <li>◆ Ady Sadek, ProGamma Science Corp</li> </ul> | <ul style="list-style-type: none"> <li>◆ Richard Sanschagrín</li> <li>◆ Danielle Desrochers, VF Imagewear</li> <li>◆ Jean-Robert Dufour, Oerlikon Aerospace</li> <li>◆ Marc L'Heureux, Woodbridge Group</li> <li>◆ Jose A. Ribeiro</li> </ul> |
|---|---|

## Congratulations to the Newly Certified Members

### Certified Quality Auditor :

- ◆ Fouad AYAT
- ◆ Diane GUILBAULT
- ◆ Hytham MOKHTAR

### Certified Quality Engineer :

- ◆ Christian BOUCHARD
- ◆ Dino DeSANTIS

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

## ASQ Certification Exam Dates

*Posted by ASQ  
March 27, 2001*

*Please bear in mind  
that these exam dates  
were correct at the time  
of posting. They may be  
revised by ASQ at any  
time.*

*For the latest dates  
please contact ASQ  
at 1-800-248-1946.*

<b>2001</b>	<b>EXAM DATES</b>	<b>APPLICATION DEADLINE</b>
CQE/CQA/CSQE/CQIA	June 2	April 6
CQT/CRE/CMI/HACCP Certified Quality Manager	October 20	August 24
CQE/CQA/CSQE/CQIA	December 1	October 5
<b>2002</b>	<b>EXAM DATES</b>	<b>APPLICATION DEADLINE</b>
CQT/CRE/CMI/HACCP Certified Quality Manager	March 2	January 11
CQE/CQA/CSQE/CQIA	June 1	April 5
CQT/CRE/CMI/HACCP Certified Quality Manager	October 19	August 23
CQE/CQA/CSQE/CQIA	December 7	October 4

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

**Postal address of the Section :**

PO Box 39, Côte Saint-Luc Station,  
Côte Saint-Luc, Qc, H4V 1H8

**Electronic address of the Section :**

n.dickinson@asqnet.org

**Editorial team :**

JP AMIEL Bernard DOIRON  
Norman DICKINSON

**Newsletter Editor :** Jean-Pierre AMIEL, CQA

**Phone :** (514) 280-5412 **Fax :** (514) 280-6004

**Email :** jpamiel@asqnet.org

*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.*

**OFFICERS 2000-2001**

**Chair and &SMP :**

Keith FORCIER  
KGF Service  
(450) 969-0709

**Vice-Chair & Education Chair:**

Dr David TOZER  
(514) 697-3831

**Secretary :**

Isabelle LEMIEUX  
(514) 818-2937

**Treasurer :**

Eric STERN, CQA  
(514) 483-6264

**Program & Arrangements :**

Bernard DOIRON, CQA  
KAYI  
(450) 653-4879

**Membership :**

Dr Inteaz ALLI, CQA  
McGill University  
(514) 398-7920

**Newsletter, Publicity,**

**Awards & Historian :**

Jean-Pierre AMIEL, CQA  
STCUM  
(514) 280-5412

**Internet Liaison, Recertification &**

**Examining :**

Norman DICKINSON, CQA  
(514) 334-6102

**Koalaty Kid & Student Branch :**

Kevin LAFRAMBOISE  
Concordia University  
(514) 848-2978

**STUDENT SECTION :**

**Chair:** Todd JOHNSON

Johnson@mercato.concordia.ca

**Vice-chair:** Harry COIFMAN

**Secretary:** Victor MIHAIL

**Directors :**


Sam WEISSFELNER, CSQE, CQA  
Raymond DYER, CQA, CQMgr  
**Region 4 :** Robert D. FISHER  
**Regional :** Emilio FALQUERO

**T**he 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, its 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](http://www.ASQMontreal.qc.ca)**

**Newsletter advertising rates — Still the best in town**

Ad size (8½ x 11 page)	ASQ Member	Non-Member
1/6 page	\$ 55	\$ 75
1/4 page	\$ 75	\$ 100
1/2 page	\$ 135	\$ 165
3/4 page	\$ 175	\$ 210
1 page	\$ 200	\$ 240
2 pages	\$ 330	\$ 380
Sponsoring the Newsletter	\$ 150	\$ 200

**R**ates 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](mailto:jpamiel@asqnet.org).