



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

Denis Pronovost, a Canadian delegate to the ISO/TC 176 will present the Evolution and the Strength of the new ISO 9001:2000 standard. He will provide relevant information for the transition to the new standard and will inform about the future developments in the ISO 9000: 2000 family.

DATE: WEDNESDAY, MAY 9, 2001

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

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

Free parking

For reservations or information :

Branimir TODOROV (514) 843-5115 or Fax (514) 286-6078

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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 Eric Stern, CQA,
Newsletter Editor, eric@cam.org

SUMMER WAS HERE !!

Okay, there is a little left. I have volunteered to step in Jean-Pierre's huge shoes and look with trepidation forward to how this new venture will work out for you, the readers, the other members of the executive that I represent in the public and for me. In an earlier life I have started and edited the newsletter of a company, but that does not make me an expert. So I want to bring to you more the passion of contribution to a great team and that includes all members of the section, even those who may not even read this.

Jean-Pierre wrote that I would provide more good insights into the *human* aspects of quality. Coaching is my newer professional passion and I promise to let you find out more about it. Still, many people who know me would consider me analytical. I think most would agree that I am dedicated and perseverant.

Again, continuing with Jean-Pierre's line of thoughts, me and the executive need your support to serve you best. In preparing for this season, we present you an exciting program of events and the education program. Please observe our request for feedback. The more you tell us what you want, the better we can serve you.

Its **YOUR** Newsletter.

A Word or Two from Your Chair

by Keith FORCIER
Montreal Section Chair



Greetings to all members,
Welcome to the 2001-2002 quality year, As you can see there has been some changes to the executive this year. I would like to wish these members luck and good wishes to their positions. Also we have some great and stimulating events to off you the member to attend. So have a great year!

I would like also re-iterate at this time that volunteers are needed for the executive. As a volunteer you will be involved in the continuation of this Sections contribution to the Montréal Quality community. If you feel you want to get involved contact me at kgfservice@aol.com.

Thank you, Keith Forcier, Chair 2001-2002

The 2001—2002 Program

By Branimir TODOROV, Program chair



Dear ASQ members,
I am delighted to introduce to you the coming program activities for the 2001- 2002 season. This program is designed for you and reflects yours views, needs and expectations. We begin a new era of economic, social and political reality and the role of Quality in this world is elevated to reflect this reality. The new ISO 9000: 2000 International standards, the measurement of human resources, knowledge and results, the customer satisfaction and brand loyalty, the global quality performance of organizations are real challenges in the new era. I am pleased to invite you to meet some of the best speakers in Montreal who will present to you these quality challenges during the following season.

Denis Pronovost, a Canadian delegate to the ISO/TC 176 will present the Evolution and the Strength of the new ISO 9001:2000 standard. Denis will provide relevant information for the transition to the new standard and will inform the ASQ members about the future developments in the ISO 9000: 2000 family.

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Hugh Mitchel, a Partner and Practice Leader from Universalialia, will design and present to you a special presentation concerning a practical approach for measurement of human resources, knowledge, competency and quality. Hugh will describe the key measures for organizational, team and individual performance, including 360-degree evaluation.

Louis Gialloredo, Professor and Director Programming from the McGill Executive Institute, will present an approach for balanced scorecard measurements. Louis will describe the logic and the link between the Customer satisfaction, Brand loyalty and Profitability.

Pierre L'Espérance, ISO 9004:2000 expert and Nathalie Lecours, senior quality manager Nortel Networks, will present an overview of the implementation and use of the Malcolm Baldrige National Quality Award and ISO 9004:2000 International Standard for the Global evaluation of Company Performance. Pierre and Nathalie will share their experience and will answer your specific questions.

Norman Dickinson, Certification chair, will inform about new ASQ certification programs and will respond to the specific needs concerning certification and upgrade of membership status.

As a new program chair of the ASQ Montreal section 401 I invite and will welcome every member and their guests to join us in these activities!

The ASQ Montreal Section Education Program 2001-2002

The Montreal Section is offering the following courses in 2001-2002. The more people register, the more courses we can put on.

People who take the section-sponsored courses, and spend at least the same amount of time on self-study as spent in the classroom have an 80% chance of passing the examination on the first or second attempt.

Certified Quality Engineer

The 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

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

(Continued on page 4)

Looking for a New Career or for a Career Change

By Norman DICKINSON, CQA, Internet Liaison

Head over to 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 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 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. ☺

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Schedule	Duration (minimum)	Member Fee	Nonmember Fee
Quality Auditor Refresher Starts 28 March 2002	7 weeks	\$649	\$749
Quality Engineer Refresher Starts 5 March 2002	10 weeks	\$899	\$999
Mechanical Inspector Refresher Starts 28 March 2002	7 weeks	\$649	\$749

If you are interested in other courses please call or e-mail. If there is sufficient interest, other courses can be run since the section has the resources to support them. We must cancel courses with less than 5 participants.

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 (514) 697-3831

Congratulations to the Newly Certified Members

Certified Quality Auditor :

- ◆ Willy KUTTEH
- ◆ Pascal THERIAULT

Certified Quality Engineer :

- ◆ Sophie LARABE
- ◆ Serge TEUPE

Certified Quality Improvement Associate

- ◆ Kirk Albert
- ◆ Benjamin Van Der Ham

ASQ Certification Exam Dates

Posted by ASQ on 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 directly at 1-800-248-1946. ☺

2001	EXAM DATES	APPLICATION DEADLINE
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
2002		
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

Helping you learn from experience: **OURS**

UPCOMING TRAINING COURSES



ISO 9000 Lead Auditor **\$1595**

November 12 – 16 (French – Montreal)
December 17– 21 (French – Montreal)

ISO 9000 Internal Auditor **\$795**

November 6 – 7 (French - Montreal)
December 12 – 13 (English – Montreal)



Internal Auditor \$795

Please call the office for details



ISO 14001 Lead Auditor **\$1795**

October 29 – November 2 (Mississauga)

ISO 14001 Internal Auditor **\$795**

November 7 – 8 (English – Mississauga)

ISO 14001 Introduction \$295

Please call the office for details



OHSAS 18001 Health & Safety

Internal Auditor - \$795

December 5 – 6 (English – Montreal)



Seminar \$295

November 27 (French-Montreal)
December 3 (English-Montreal)

Internal Auditor \$795

October 2 – 3 (French – Montreal)
November 1 – 2 (English – Montreal)

Lead Auditor Transition \$895

November 19 – 20 (English – Montreal)
November 21 – 22 (French – Montreal)

Transition for 1994 Internal Auditors **\$395**

October 31 (French – Montreal)
December 14 (English – Montreal)

*** Early Bird Discounts: enroll more than 30 days in advance
and receive a 10% discount***

**** Eligible for
SQDM Credit
In Quebec**

For more information : In Montreal, call: 514-695-3310 or fax: 514-695-9799

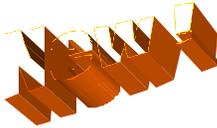
Out of Town, Toll Free: 1-888-695-4769 or you can visit our Web Site at:

www.sgs.ca

IQSR AD

Training Schedule 2001/2002

These courses are offered in French. English courses and in-house sessions are also available.



IRCA – RAB ISO 9000:2000 For certified auditors

ISO 9000 – Lead Auditor course (5 days)

\$1,595 plus taxes

Cours d'auditeur principal (5 jrs)

<i>Octobre</i>	15-19	October
<i>Février</i>	18-22	February



ISO 9000 – Internal auditor course (2 days)

\$ 850 plus taxes

Cours d'auditeur interne (2 jrs)

<i>Décembre</i>	6-7	December
<i>Janvier</i>	30-31	January

ISO 9001:2000 Transition Awareness (1 day) \$ 425 plus taxes

ISO 9001:2000 Sensibilisation (1 journée)

<i>Novembre</i>	15	November
<i>Janvier</i>	24	January

ISO 14000 – Lead auditor course (5 days)

\$1,895 plus taxes

Cours d'auditeur principal (5 jrs)

<i>Novembre</i>	26-30	November
<i>Février</i>	25-1 ^{er} mars	February / March



ISO 14000 – Internal auditor course (2 days) \$ 895 plus taxes

Cours d'auditeur interne (2 jrs)

<i>Janvier</i>	21-22	January
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For more information, please contact:

Carole Duclos, Sales Relationship Manager

KPMG Quality Registrar Inc.

Tel.: 514-840-2610 Toll Free: 1-800-862-6752 Fax: (514) 840-2187

E.mail: cduclos@kpmg.ca
