

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



New members, executives of the Montreal section, quality professional friends, seasoned section members, as well as spouses meet for the

Holiday Party

DATE: WEDNESDAY, DECEMBER 5, 2001

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

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

And, we pay the 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


WHAT AN EDITOR DOES AND WHAT IT'S IN FOR YOU

In all honesty my response at my third stab at the job is still sketchy. I see my main job as one of support for the program manager, since the Newsletter is the instrument that allows us to contact members and announce events. From that point of view meeting printing deadlines to get this out to you all before it is too late becomes urgency one. The Education Chair gets some support, the President a tribune to reach all of those who open the Newsletter to look past the cover page.

As Editor I have the privilege to provide you with my wisdom, prodding and self-serving PR that makes me look interesting, intelligent, knowledgeable (I at least keep hoping, until someone convinces me otherwise).

Of course I try to attract you to support the ideas I support. One of them is that active participation in the Association pays off in knowledge, contacts, and opportunities for self-development, training in team-activities and for some of us one additional line on our CVs. There are many functions clearly available, others that you and I can generate. I have asked for volunteer proofreaders and a few offered their services.

A Quality Reporter for the association would have an interesting time. As an editor I would like to put my hands on the true pulse of the quality movement in our region. How many companies plan to switch to ISO 9001:2000 in 2002? How many companies utilize 360° feedback? This year, compared to last year, many more companies participated in the contest for the Grand Prix Québécois de la Qualité — our equivalent to the Malcolm Baldrige award. I know that because, together with Bernard Doiron and J.P. Amiel, officers of the Montreal Section of ASQ, I participated as an evaluator.

What news have you heard that should be published here? What wisdom is worth sharing with your professional colleagues? If you give me a hand, I can make you famous, or almost. Try it, It's **YOUR Newsletter**. 

A Word or Two from Your Chair by Keith FORCIER

Montreal Section Chair



GREETINGS TO ALL MEMBERS,

Well it is the time of the season when we all think about coming together with family and friends for the holidays. With the hustle and bustle going on, it is hard to concentrate on ongoing projects.


The Montréal section is here too serve you, the member in our best possible manner, but this cannot be achieved without your participation. Please keep in mind that you as an active member steer the direction of this section. When you participate in section events and/or contribute newsletter articles, you are upholding the existence of the Montréal section. With this said thank you and please continue to contribute to the success of the Montréal Section.

I would like to take a moment for us all to reflect on the world events that have transpired over the last few months, and I know each of us has been affected in one

way or another. These events do change the course of history. I feel that the world has become even smaller, so in this sense we must show tolerance and compassion to our fellow persons.

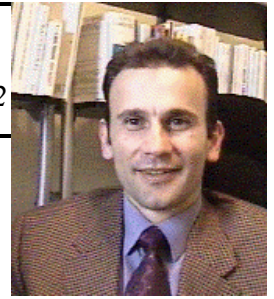
I would also like to re-iterate that volunteers are needed for the executive next year (2002-2003). As a volunteer you will be involved in the continuation of this Section's contribution to the Montréal Quality community. Contact me at kgfservice@aol.com to get involved.

Thank you and I wish you all a safe and happy holiday. See you at the Holiday Party,

Keith Forcier
Chair 2001-2002
Montréal Section 0401 

Upcoming Events

By Branimir TODOROV, Program Chair 2001-2002



JOIN US FOR THE HOLIDAY PARTY!

Dear ASQ Members,

More than 44 quality professionals attended the first two events of the new season of the Montreal section of the ASQ: "The ISO 9000: 2000 Family - Powering the Quality Evolution" and "The Human Resources Measurement of Knowledge, Competence and Quality". Animated by Denis Pronovost and Hugh Mitchell, both meetings generated very interesting exchanges and positive comments. Participants were very satisfied, they enjoyed the presentations and the animated exchanges and they learned.

I am delighted to invite you to the coming Holiday Party of the Montreal section of the ASQ December 5. This is a perfect time for new members to meet some of the executives. Also it is a perfect time for all members to come and meet your colleagues and friends from the society. Door prizes will be available. Bring your spouses, quality professional friends, and have a quality family time! Join us! ☺

Quality_Montreal@yahoogroups.com

Where you can exchange information, opinions, advice, hints with your Montreal region colleagues in the quality field. Right now we are less than a dozen participants and, without a critical mass is hard to judge whether the effort to subscribe pays off. Isabelle Lemieux and Stephane Girard had their questions answered and it made a positive difference to them.

To subscribe, you need to send an e-mail to Quality_Montreal-subscribe@yahoogroups.com and once accepted by the moderator fill out a short Yahoogroup questionnaire. You will be given a password that you need to remember and a cookie will be put in your computer to enable Yahoo to recognize you. The next time you can simply answer messages coming to you from the other members or send one to Quality_Montreal@yahoogroups.com. Every message that you receive has at the bottom instructions on how to unsubscribe if you are not satisfied with the service.

If you need help in getting there, using it, or any related question, you can contact me,

Eric Stern

eric@cam.org

(514) 483-6264

Looking for a New Career or for a Career Change

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. ☺

Schedule of the executive meetings and events organized for the 2001-2002 season

Date	Title	Description
December 5	"Holiday party"	Networking between old and new members
January 23, 2002	Executive meeting	
February 13, 2002	General Assembly	Annual report and election of new section Executive Officers
March 6, 2002	Customer satisfaction and brand loyalty measurement	Louis Gialloreto, Professor and Director of Programming McGill Executive Institute talks about the balanced scorecard approach to measurement
March 20, 2002	Executive meeting	
April 10, 2002	Organization evaluation using ISO 9004:2000 and the Malcolm Baldrige Award	Pierre l'Espérance, Qualiso ISO 9004:2001 expert and Nathalie Lecours, senior Quality Manager Nortel Networks overview their policies for implementation and use.
May 22, 2002	Maintaining your ASQ Recertification: Journals and Guidelines.	Norman Dickinson, Recertification Chair and Dave Tozer, Education Chair, review the certification maintenance requirements. Education aspects will also be discussed.
May 29, 2002	Executive meeting	
June 2002	Executive meeting	

WE ALWAYS HAVE SPACE FOR YOUR ADS
Please contact Eric Stern at (514) 483-6264, or eric@cam.org

ASQ Certification Exam Dates

<p><i>Please bear in mind that these exam dates were correct at the time of posting. They may be revised by ASQ at any time.</i></p> <p><i>For the latest dates please contact ASQ directly at 1-800-248-1946. ☉</i></p>	2001		EXAM DATES	APPLICATION DEADLINE
	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

A repeated request from Norman Dickinson, Recertification Chair: "members who may be interested in preparing their **journals for recertification**, please let me know". He and David Tozer plan to put together a presentation on "Recertification Journals, Guidelines for the members". Norman added: "If not enough interest, then we won't spend the effort and the presentation won't be put on, but I'll get a little tougher with incomplete journals. I'll send them back."



Quality Registrar Inc.

Training Schedule 2002

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

NEW!

IRCA – RAB ISO 9000:2000
For certified auditors : Feb 12th – 13th

ISO 9000 – Lead Auditor course (5 days) \$ 1,595 plus taxes
Cours d'auditeur principal (5 jrs)
Février 18-22 February



ISO 9000 – Internal auditor course (2 days) \$ 850 plus taxes
Cours d'auditeur interne (2 jrs)
Janvier 30-31 January

ISO 9001:2000 Transition Awareness (1 day) \$ 425 plus taxes
ISO 9001:2000 Sensibilisation (1 journée)
Janvier 24 January

ISO 14000 – Lead auditor course (5 days) \$ 1,895 plus taxes
Cours d'auditeur principal (5 jrs)
Février 25-1^{er} mars February / March



ISO 14000 – Internal auditor course (2 days) \$ 895 plus taxes
Cours d'auditeur interne (2 jrs)
Janvier 21-22 January

À venir / To come : TL 9000 – OHSAS 18000 – AS 9100 – QS-9000 – FMEA - Comprendre le RNI – Trois Normes , un système

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

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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 :

Eric STERN, Keith FORCIER, JP AMIEL
Branimir TODOROV, Norman DICKINSON

Newsletter Editor : Eric STERN, CQA

Phone : (514) 483-6264 **Fax :** (514) 483-6264

Email : eric@cam.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 2001-2002

Chair and & SMP:

Keith FORCIER

KGF Service
(450) 969-0709

Vice-Chair:

Dr. Inteaz ALLI, CQA

McGill University
(514) 398-7920

Secretary:

Isabelle LEMIEUX
(514) 818-2937

Treasurer:

Raymond DYER, CQA, CQM,
(514) 483-5001

Program & Arrangements:

Branimir TODOROV
BTA Inc.
(514) 843-5115

Membership:

Bernard DOIRON, CQA
KAYI
(450) 653-4879

Newsletter, Publicity:

Eric STERN, CQA
Expertech CMSC
(514) 483-6264

Awards & Historian:

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

Education:

Dr David TOZER
(514) 697-3831

Internet Liaison, Recertification

& Examining:
Norman DICKINSON, CQA
(514) 334-6102

Student Branch:

Kevin LAFRAMBOISE
Concordia University
(514) 848-2978

Environmental committee

Mitchell Daudier
(514) 272-4048

Directors:

Sam WEISSFELNER, CSQE, CQA

Region 4 : Robert D. FISHER
Regional : Emilio FALQUERO

STUDENT SECTION:

Chair: Todd JOHNSON

Johnson@mercato.concordia.ca

Vice-chair: Harry COIFMAN

Secretary: Victor MIHAIL

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. »



Ad size	ASQ Mem-	Non-
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	\$ 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 **Eric STERN, Newsletter Editor & Publicity** at (514) 483-6264 or e-mail at **eric@cam.org**.