



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



N ight of the Registrars

Come and find out what does it take now to become and stay registered to ISO 9000 or 14000 standards. See the details on page 3.

DATE: WEDNESDAY, October 9, 2002

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

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

And, we pay the Parking !!

For reservations or information contact:

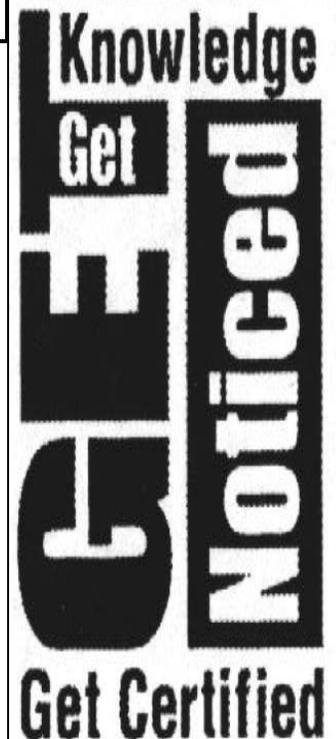
Bernard DOIRON (450) 653-4879 or Fax (450) 653-5585

OTHER ASQ TIDBITS:

- ✉ The annual ASQ Toronto Forum takes place October 3. Find details at www.torontoqualityforum.com.
- ✉ The Quality Information Center of the ASQ is accessible at <http://www.asq.org/info/library/inforequest.html>. Their specialists can provide customized research.
- ✉ An ASQ survey at http://www.asqnet.org/members/leadership/surveys/2001_SASExec_Summary_part1.pdf indicates that for 17.5% section membership was very important and 7.9% thought that their section membership was not important. Half of respondents place some level of importance on their section membership. 69.7% of respondents found their sections' programs and services to be valuable.
- ✉ ASQ is strongly promoting Six Sigma education. See <http://www.asq.org/ed/sixsigma/>

Inside this issue:

Editor's Corner	2
A word or two from your chair	2
Coming Events	3
Career corner	3
Education program	4
ASQ Certification Exam Dates, Recertification	5
Season's Events	6
Sustaining Members, New Members	6
We seek advertisers	7
Advertising Rates	8



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

STRUCTURES, SYSTEMS, WHAT MAKES US TICK ... AND HEALTH

Our executive has decided that it is time to get in our long time supporters and give them a chance to meet us all for a new exchange of information and contacts. If you are a long time member of our section you do know that tradition calls for these meetings. You also know that you probably will walk away from such a meeting with at least one nugget of knowledge that will justify your trip.

I for one look forward to discuss the ways that companies apply the process approach to quality systems installed in our middle with the introduction of the 2000 version of ISO 9001. Registrars, I hope, will tell us what approaches work and what pitfalls we should avoid.

If you have looked before in my corner here, you also know that my passion is about how to move people to actually do what is good for them and they are committed to achieve.

How often did it occur to you personally or to

people around you that some goal that you have set yourself or to your organization stayed further away from reach than you ever imagined?

A recent 4 day conference on business coaching had some 500 coaches listen to ways to bring coaching to entrepreneurs, managers and business executives.

We received training in coaching proficiencies, frameworks, clarifiers, stylepoints, deliverables, tangible and intangible outcomes. Case after case, coaches discussed how the application of these models generated successes in bringing about changes that could not be achieved as effectively without their support.

It may interest you that coaching deliverables include perspective, validation, energy, solution, structure, resource, options, training, advice, strategy, feedback and challenge.

The application of quality systems and coaching in health care is another excitement that I picked up during this summer "vacation". Expect more talk about that subject in the near future.

It's **YOUR** Newsletter. [Q](#)

A word or two from your chair

By Isabelle LEMIEUX

Dear members,

After a summer such as this one, it is now time for us to face a new page in the history of the ASQ Montreal Section 0401. 2002 will be a year where innovation will flirt with knowledge and imagination.

Please allow me to introduce myself. My name is Isabelle Lemieux. I have been working in the quality industry since 1996. I have successfully participated and led ISO 9000 implementations in industries such as chemical, textile and logistics.

This year is my third as a member of the ASQ-Montreal Section 0401. I also acted as Section secretary for two consecutive mandates. I am now facing my biggest and most interesting challenge, being your section chair.

I am counting on a team of wonderful people totalizing over 100 years of experience in varied fields and sectors of activities. The quality of our team is the secret of our success. Our goal for this year was to focus on knowledge, providing you knowledge, communicating information on current topics and issues. This wonderful team of people have prepared you an outstanding program. The strength of our section resides in the quality of the program and speakers, as well as those organizing the logistics behind it.

This year will be no exception. This will be a very exciting year for us and for you as well.

Isabelle Lemieux.

[Q](#)

Upcoming Events

By Bernard Doiron, CQA, Programs & Arrangement Chair

R EGISRAR'S NIGHT

ISO 9000 quality system registration has skyrocketed since the early 1990s. More than 510,000 registrations have been issued internationally with at least 50,000 registrations recorded in North America including more than 11,600 in Canada as of 31 December 1991.

As the number of companies seeking ISO 9000 registration has grown, so have the ranks of third-party ISO 9000 registration services. What does this choice of services mean for a company in the market for a registrar?

The best advice – be cautious! Choosing a registrar should be viewed as a long-term commitment, because registrars usually require clients to sign for a three-year contract. Asking the right questions will ensure that your registrar is appropriate for your business. The importance of selecting a registrar cannot be overemphasized. The agreement is a long-term commitment, and changing registrars can be costly. You should give the project of choosing your registrar the attention it deserves. (The ISO 9000 Handbook)

Come and meet the registrars:

BNQ - M. Michel Lajoie

Diplômé en génie industriel (UQTR) en 1980 et maîtrise en administration des affaires (MBA, Université de Sherbrooke) en 1994.

De 1994 à aujourd'hui: Conseiller en enregistrement de systèmes au Bureau de Normalisation du Québec (BNQ), responsable de la mise en marché des services d'enregistrement de systèmes de gestion au BNQ.

QMI - Mrs. Dominique Chartier

Client services manager, for the North East Region of QMI. She takes charge of client support in all the registration services for the management systems that QMI covers. She is responsible for marketing and sales as well. And, as a consultant for 10 years, she was involved in the implementation of several Management Systems – including ISO – in both large and small businesses.

SGS - Mr. Robert Morris

Professional Engineer in Canada, a chartered Engineer in the UK and a European Engineer in the European Communities. Mr Morris has been an active member of the Institute of Quality Assurance since 1985. Throughout his 20 years in Industry he has specialized in the International field and has held the position of Quality Manager on a number of large industrial projects.. Mr. Morris is currently the General Manager for the Systems and Service Certification business in Canada, with his prime focus being business development. He immigrated to Canada in October 1990 and has been with SGS for seven years. He has held the positions of Vice President, Marketing and Sales for International Certification Services for the North America Group, General Manager for Business Development for SGS Canada Inc. and General Manager of the Economic Affairs Division.

You will have the opportunity to ask questions on ISO 9000 and on all other type of certifications. 

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@alumni.concordia.ca 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@alumni.concordia.ca.. 

ASQ Certification Exam Dates



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. ☉

	2002	EXAM DATES	APPLICATION DEADLINE
CQT/CRE/CMI/HACCP / Certified Quality Manager/Six Sigma Black Belt		October 19	September 6
CQE/CQA/CSQE/CQIA		December 7	October 4
	2003		
CQT/CRE/CMI/HACCP Biomedical/Certified Quality Manager / Six Sigma Black Belt		March 1	January 10
CQE/CQA/CSQE/CQIA		June 7	April 4

DIVISION CONFERENCES: 2002

Exam date

Application deadline

CRE

RAMS

The Westin Seattle, Seattle, WA

January 31,

January 4

CQA/Quality Manager/CQIA

Quality Audit Division Conf

Adams Mark Hotel, Saint Louis, MO

February 16

January 25

Quality Manager/CQA/CQIA

Quality Management Division Conf

Hyatt Regency New Orleans,
New Orleans, LA

March 1

January 11

CSQE/CQA/

Quality Manager & CQIA

12th Intl Conference on Software Quality

Ottawa ON, Canada

October 27

September 27

Exam Time CSQE & CQA & Quality Manager 8:00 am – 12:00 pm CQIA 8:00 am – 11:00 am

SPECIAL ADMINISTRATIONS: 2002

Six Sigma Black Belt

Hyatt Regency Pier Sixty-Six

Fort Lauderdale, FL

Exam Time – 2:00 pm – 6:00 pm

October 9

September 6

A repeated request from Norman Dickinson, Recertification Chair: “members who may be interested in preparing their **journals for recertification**, please let me know”.

Here are this season's events.

Date, time and location will be confirmed as we progress into the year. Watch the Newsletter for details. I will be glad to answer questions and take your recommendations. You may contact **Bernard Doiron** at Tel: (450) 653-4879 or Fax: (450) 653-5585.

09-Oct-02	Registrar's Night. – Some registrars will be invited to provide you with information and answers to your questions.
13-Nov-02	Debate on Quality Tools. – Some professionals in the quality filed will be there to define and explain the use of quality tools in day-to-day operations.
15-Jan-03	Six Sigma – More details to come
12-Feb-03	Annual General Assembly – Your Section's annual report, election of the 2003-2004 Executive Committee, and a chance to voice your opinion.
12-Mar-03	Statistical Tools – Following the Debate on quality tools a study of the more sophisticated tools.
09-Apr-03	Quality Management Principles – More details later on
14-May-03	Get Together – An evening to exchange with your fellow Quality Professionals.

EXECUTIVE COMMITTEE MEETINGS:



28-Aug-02	22-Jan-03
18-Sep-02	19-Mar-03
16-Oct-02	16-Apr-03
20-Nov-02	21-May-03

All members are invited to the executive meetings. Anyone's contribution is much appreciated by the executive and will benefit the entire section. If interested, please announce your intention to Bernard Doiron to ensure that he can make arrangements with the hotel.

Special thanks to the Sustaining Members in the Montreal Section:

Bombardier, Hydro-Québec and Novaxa Consulting

Welcome to our new members:

Alejandro Abreu, Saud Ahmed, Muhammad Nadeem Alam, A.N.M. Ali, Nathalie Brunelle,
Donat Campbell, Sylvie Campeau, Maria Di Ramio, Chantal Harnois, D. Herrington,
Georges Hojeige, Pamela Marquard, Bernard Masson, Beniamino Melchionno,
Helena Rivera, Mike Stinziani, Hong Ping Zhao

Meet Today's Challenges – Exceed Tomorrow's Expectations
SGS ICS Training Sets the Standard for Excellence

QS 9000

Internal Auditor \$795

Call us for more details

OHSAS 18001

Lead Auditor Course \$1595
(Occupational Health & Safety)
(QSA Accredited)

Oct 28 – Nov 1 (Mississauga)

Enroll more than
30 days in advance
and receive 10%
discount

ISO 14001

ISO 14001 Lead Auditor \$1795
(ANSI-RAB NAP Accredited)

November 18 – 22 (Mississauga)

ISO 9000/14001 Integration \$795

Call us for more details

ISO 14001 Internal Auditor
\$795

October 16 – 17 (Mississauga)

*For more information contact
or Visit our Web Site at
www.ics.sgsna.com*

**Toll Free 1-888-695-9799 or
514-695-3310**

ISO 9000:2000

ISO 9000: 2000 Seminar \$295

October 8 (Montreal)

November 12 (Montreal)

November 13 (Ottawa)

Process & Aspect Auditing
Concepts \$795

September 30 - October 1 (Mississauga)

ISO 9001: 2000 Lead Auditor \$1595
(ANSI-RAB NAP Accredited)

December 16 – 20 (Montreal)

ISO 2000 Internal Auditor \$795

October 9 – 10 (Montreal)

December 5-6 (Montreal)

SGS

WHEN YOU NEED TO BE SURE

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

Our section seeks more sponsors who want to advertise in this Newsletter.

As readers, you could help us find individuals and organizations interested in advertising. We want to defray the costs of printing and mailing in the first place. Of course, the amount and quality of information and the graphical quality also depends on how much we spend on the Newsletter.

This Newsletter is distributed 7 or 8 times a year to about 400 quality professionals, most of them in the province of Quebec. We thought that companies that sell gift articles, computer and communication hardware and software, or services to our readers may have an interest to reach us. Who knows, they may even recognize opportunities for discounting some of their goods for such a select readership.

Some organizations that provide quality training have recognized this opportunity in the past and used it effectively.

Language is another consideration. A very large portion of our readers are bilingual and advertising written and directed to French readers can also be quite effective.

We appeal to our readers to contribute to the search for categories of potential advertisers, as well as specific advertising customers that they know through their contacts. Do you know instrument providers, calibration laboratories, teaching institutions who may want to advertise? Contact them directly or provide ERIC STERN at (514) 483-6264 the contact information.

We have discussed several ways of making the Newsletter print more attractive, but we want to proceed only if we can cover our costs. ☺

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@alumni.concordia.ca.

Editorial team :

E. STERN, M. POURMAND, N. DICKINSON,
R. MALLOUH, K. RAMANATHAN

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:

Isabelle LEMIEUX
(514) 818-2937

Vice-Chair:

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

Secretary:

Position Open

Treasurer:

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

Program, Arrangements & 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 and Auditing:

Dr David TOZER
(514) 694 2830

Internet Liaison, Recertification,

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

Student Branch:

Kevin LAFRAMBOISE
Concordia University
(514) 848-2978

Environmental:

Mitchell Daudier
(514) 272-4048

Directors:

Sam WEISSFELNER, CSQE, CQA

Regional : Emilio FALQUERO
STUDENT SECTION:

We are looking for new active student section members.



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 www.ASQMontreal.qc.ca

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 <i>Newsletter</i>	\$ 150	\$ 200

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

Ask for colour printing rates.

Contact **Eric STERN, Newsletter Editor & Publicity** at (514) 483-6264 or e-mail eric@cam.org.