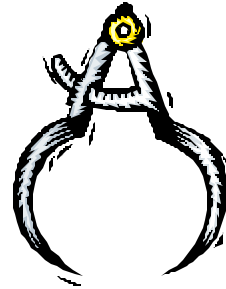The objective of the Newsletter is to increase awareness, interest and involvement in Section activities and quality-related subjects.

Quality Tools

Professionals in the quality field will define and explain the use of quality tools in day-to-day operations. See the details on page 3.

DATE: WEDNESDAY, November 13, 2002

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

For reservations or information contact:
Bernard DOIRON (450) 653-4879 or Fax (450) 653-5585

ASQ TIDBITS:

The Annual Quality Congress organized by ASQ is planned for May 19-21, 2003 in Kansas City, Missouri. More information is available on the web site at http://aqc.asq.org/. Q

The Section Management Process (SMP) is a section management model that has been developed to assist sections in their planning and implementation of services and programs that will meet the needs of current and future members. The Montreal section is one of the 119 that demonstrated their viability and commitment to serving ASQ members by meeting the basic requirements for being a section as stated in Policy S-1:

"Submit officers/committee list by May 1, 2002 and have chair, treasurer, examining chair, and auditing chair positions filled. Submit completed, audited 2001-02 annual financial report by August 15, 2002. Have at least 30 members as of March 31, 2002. Have regularly scheduled activities. Uphold ASQ policies and procedures and bylaws." Q

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**

THE PLEASURES AND
TRIBULATIONS OF AN EDITOR

My assiduous readers know already that my passion is the dedication to professional coaching. My skills however have developed in a large variety of professional activities. If you read magazines you may think that the demand for multidisciplinary skills is large and growing. I personally find little practical evidence for it.

The point is, that I spread my efforts in so many directions that sometimes I have trouble meeting deadlines. I suspect that many editors have this same problem.

Yesterday night that when was supposed to send the text to the printer Sam Weissfelner phoned that he has a great article on ICSQ. I did not ask much about details. I have chosen to review it since it has to do with software quality, an important subject that we have not often discussed here.

In the past I have been begging readers to send in their contributions. When an excellent one like this comes in, it takes precedence over my personal passions (and it saves my skin, as I am again late in putting together this fantastic text about coaching).

This little success makes me bold. Let me ask: for how many in our section **is software quality important** enough to attend a specialized meeting? To find out I need to also ask: for how many people software quality is a very secondary issue, or something delegated to other specialists? Would you care dropping me an e-mail with the text: "ASQ Montreal, software is important" or "ASQ Montreal, software is less important" for me or for my organization? I promise to tally your responses and you may influence the nature of events organized in the future.

If and when you do that, would you write down your **level of interest in coaching**: High, Medium or Low?

It's **YOUR** *Newsletter.* ☮

A word or two from your chair
By Isabelle LEMIEUX

Dear members,

I know you have questions concerning the roles and responsibilities of your executive committee. For the next few months I was thinking of exposing the important role of your executive. Your executive is composed primarily of 4 members – a chair person, the vice-chair, the treasurer and the secretary. I would like to start by discussing the role of the secretary. You could be surprised to find out how important this position is.

The secretary is a member in good standing of the ASQ and the section to which he/she offers his/her services, nominated by a committee, introduced and elected at the annual section assembly.

The secretary's responsibilities are various. The individual manages, maintains and if appropriate

publishes portions of the section documentation - its legal records. The candidate must be ready to invest at least 3 or 4 hours a month over a one-year term that can be renewed

The position offers the opportunity for the candidate to enhance his/her leadership skills, as well as oral and written communications skills. It will also provide the candidate with the opportunity to meet other quality professionals and contribute to the development of the quality movement.

All that to say that a section cannot function to its highest potential without its secretary and it is a position that is very fulfilling and very rewarding to the individual, the organisation and the community.

Till next month ;-)

Isabelle Lemieux.   ☮

Upcoming Events

By Bernard Doiron, CQA, Programs & Arrangement Chair

Q uality tools

All professions have a set of tools used by their members to conduct work. For example, accountants use spreadsheets, journals and the chart of accounts; auto mechanics use pliers, socket wrenches and electronic diagnostic equipment; dentists use X-rays, drills and grinders (ouch).

The list of tools for quality professionals is quite large because members tend to adopt and adapt techniques from other fields. Quality professionals also need to be able to apply their skills to a wide variety of organizations, processes and situations. Additionally, they need to be able to apply the tools both at the micro and macro level of an organizational system.

For someone new to the profession, the range of tools might be overwhelming. Upon review, however, you will learn each tool has its own unique purpose; but because similar results can often arise using different tools, you need to be able to take into account situational differences when deciding which tool to apply. (Dukes Okes – Quality Progress)

If you want to know more, the following professionals will give you a crash course on quality tools and their use.

Raymond Dyer

Raymond Dyer has over 20 years experience in complex industries including explosives, chemicals, and telecommunication products. He has held positions in product development and management, in purchasing, and in quality management.

With Nortel Networks, Raymond has held three main functions as Senior Manager Quality; initially, as Quality Prime for Core Networks operations which included special projects & Quality Account Management, the in Saint-Laurent Systems House's Quality Data and Customer Investigation Program, and finally with the Quality System & Business Improvement Team.

Michel Hodak

Michel Hodak has been the Quality Manager at WECO Electrical Connectors Inc. since 1992. He is a Professional Engineer registered with the Quebec Order of Engineers, a Bachelor of Engineering-Metallurgical from McGill University and an ASQ Certified Quality Engineer.

He is a member of the UL Terminal Block Standard Panel and a member of the CSA Terminal Block Technical Subcommittee.

David Tozer, Ph.D.

David Tozer has over twenty-four years experience in senior management and technical posi-

Looking for a New Career or for a Career Change

By Norman DICKINSON, CQA, Internet Liaison

H ead 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. . ๑

ASQ Montreal Section Education Program 2002-2003

Enhance your career; win ASQ certification!

Take a course. Do the homework. Become one of the eighty percent of those who take the section-sponsored courses who pass the examination; with no course the pass rate is less than thirty-three percent.

Improve the quality system at your company by establishing a training program.

Consult with the section on integrating training with quality plans.

Sign up now.

Schedule	Start	Duration (minimum)	Member Fee	Nonmember Fee
Certified Mechanical Inspector Refresher	March 2003	7 weeks	$699	$799
Certified Quality Engineer Refresher	March 2003	10 weeks	$899	$999
Certified Quality Manager Refresher	Jan 2003	7 weeks	$699	$799

If you want 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.

For information contact David Tozer, ASQ Education Chairman,

159 chemin Stillview, Pointe-Claire, Québec, H9R 2Y1, (514) 694-2830, tozerdd@sympatico.ca.

(Continued from page 3 Upcoming Events: Quality Tools) tions in software development, quality assurance, and configuration management in the medical, pharmaceutical, transportation, general manufacturing, defense, and aerospace industries.

David Tozer has significant experience with budgeting, planning and, controlling on major programs, along with extensive knowledge of managing modern system development and quality standards. He developed management systems to schedule and control the conduct of research, projects, and programs so that deadlines and cost estimates were met consistently. He implemented management processes for computer system, hardware, and software control, developed and implemented computer systems, developed and implemented management systems to the ISO 9001 standard. He worked on such government programs as the Canadian Patrol Frigate, the New Ship Borne Aircraft, and the Space Station Program. ✺

KOALATY KID

Koalaty Kid is a volunteer initiative that promotes the use of quality tools to enhance student achievement and continuous improvement of schools. The goals of Koalaty Kid include the implementation of quality tools by students, where they take ownership of their learning. Over the years our section has promoted these activities in the Montreal region.

The Ottawa Section of the ASQ invites us to become a part of a very special event coming to Ottawa, the 14th Annual ASQ Koalaty Kid Conference. The conference will be held at the Ottawa Congress Center, April 6-8, 2003 - the very first time it has ever been held outside the United States! More information is available at http://koalatykid.org/conference.asp. For opportunities to sponsor the event you can contact Eric Stern at eric@cam.org. For new developments in the Montreal region Kevin Laframboise is in the process of planning some interesting activities. ✺

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. ۵

2002	EXAM DATES	APPLICATION DEADLINE
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

ASQ Certifies Calibration Technicians (CCT)

The ASQ has initiated a new certification called a CCT or Certified Calibration Technician. The prime requirement is a minimum of 5 years of documented experience, some which may be waved by an advanced degree.

As the title implies, this certification covers all aspects of the calibration of measuring and test equipment. Certification is by a four-hour exam given each June and December starting in June 2003. The certification is for three years at which time the holder must recertify.

The body of knowledge (BOK) covers the following areas: General Metrology (30 Questions), Measurement Systems (25 Questions), Calibration Systems (25 Questions), Applied Mathematics And Statistics (20 Questions), Quality Systems and Standards (15 Questions) and Uncertainty (10 Questions).

For more information and details about this certification and what is covered go to the ASQ web site at http://www.asq.org/cert/types/cct/index.html. A full brochure and a pdf of the brochure will be available late November.

You can apply at any time up to the cut-off date to write this exam. In addition to the above primary source of information, as always, your Certification Chair (Mr. Norman Dickinson, n.dickinson@alumni.concordia.ca) or your Education Chair (Mr. David Tozer, tozerdd@sympatico.ca) may also answer your questions.

THE WEB VERSION

You can find the electronic version of the January Newsletter at http://www.asqnet.org/members/news/newsletters/section/401.html. We intend to find out whether ASQ headquarters will continue publishing on the web our Newsletter. As we seem to lose the enthusiasm of advertising organizations, a reference to a web site may reduce the volume of paper that we need to mail to you every month. This may reduce our costs and enable higher quality, color images. We have shied away from e-mailing you the Newsletter because of the difficulties of maintaining an up-to-date mailing list and the potential negative reactions of some readers.

If the bulk of the Newsletter appeared on a web site would you access it? Would you continue to prefer paper? Please let us know. ۵
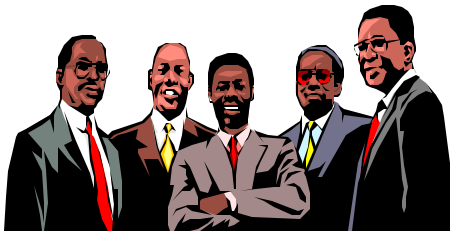
A repeated request from Norman Dickinson, Recertification Chair: "members who may be interested in preparing their **journals for recertification,** please let me know".

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.
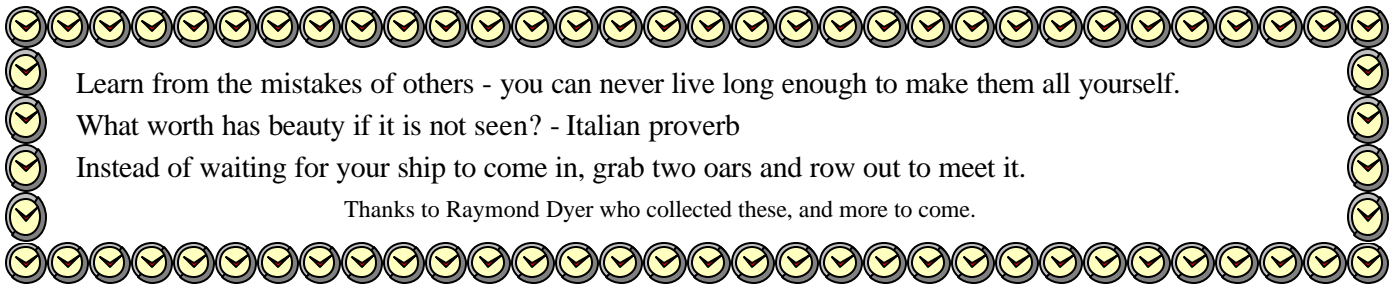
13-Nov-02	**Debate on Quality Tools.** – Professionals in the quality field will be there to define and explain the use of quality tools in day-to-day operations.
15-Jan-03	**Six Sigma** – More details to come
12-Feb-03	**Annual General Assembly** – Your Section's annual report, election of the 2003-2004 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:

20-Nov-02	16-Apr-03
22-Jan-03	21-May-03
19-Mar-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

Learn from the mistakes of others - you can never live long enough to make them all yourself.

What worth has beauty if it is not seen? - Italian proverb

Instead of waiting for your ship to come in, grab two oars and row out to meet it.

Thanks to Raymond Dyer who collected these, and more to come.

Special thanks to the Sustaining Members in the Montreal Section:

Bombardier, Hydro-Québec and **Novaxa Consulting**

Welcome to our new members:

Genevieve Belec, Hugo Berube, Richard Couture, Marcel Lachambre, Jean-Luc Lavoie, and Rejean Martel

The 12th International Conference on Software Quality (ICSQ), Ottawa

By Adeline Beaulac, Adacel Canada Inc.

I recently spent two crisp autumn days in Ottawa. The event? The twelfth ICSQ held at the Westin in the center of our nation's capital city.

The first day started with a keynote address by Tom DeMarco, that I was eager to attend, having consulted some of Tom's texts such as "Controlling Software Projects" and "Why Does Software Cost So Much?". His topic was Secrets of the Agile Organization and his message was this prescription for a new era:

- Become less efficient (don't over-optimize your organization).
- Lighten process (strive for light process and heavy skills).
- Learn to prioritize.
- Choose your projects very wisely; what you decide not to build is more important than how you build.
- Invest in human capital.

The rest of the day was filled with sessions on quality processes, project management, standards, metrics, measurement, networking, agile modeling, customer satisfaction and certification. Between sessions we were tempted by food, food and more food.

Another famous name I can drop is Tom McCabe who was one of the invited speakers and talked to us about Leveraging Our Software Assets: Methodologies, Metrics and Management Tools for the New Frontier – Internet Collaborative Computing.

Dr. Alain Abran, Professor and Director of the Software Engineering Research Laboratory at the École de Technologie Supérieure (ETS) – Université du Québec, gave the keynote address, closing the first day. His topic (also familiar to me because I was one of the SWEBOK reviewers) was the Emerging Consensus on the Software Engineering Body of Knowledge (SWEBOK). Dr. Abran, Co-executive Editor of SWEBOK, gave us a history of the SWEBOK project through its Strawman, Stoneman and Ironman phases, its objectives, audience, and content. He also provided us with insight into the current users and uses of the SWEBOK.

The day was topped off with a reception, perfect for making and renewing acquaintances. As during all the breaks we were also able to meet the exhibitors which included the Westfall Team, NVP Software Testing, Compuware, Rational, CDI Corporate Education Services, the IEEE Computer Society and the ASQ Ottawa Chapter.

Day two was another whirlwind of activity, starting with a keynote address by John Musa, principal author of the widely-acclaimed pioneering book "Software Reliability: Measurement, Prediction, Application". His topic was Software Reliability Engineering – For a More Efficient Software Process. In his presentation, he showed us where to apply SRE in the software development process and that "SRE gives you a powerful way to engineer software-based products so you can be confident in the availability and reliability of the software-based product you deliver as you deliver it in minimum time with maximum efficiency". By the way, you may one day find a book authored by his cat, so far she has only been acknowledged in the dedication.

Once again we were faced with having to decide which presentations to attend. There were speakers on topics such as SPICE, software metrics, CMM and CMMI and testing techniques.

The most entertaining and informative Tim Lister concluded the day and the conference with the closing keynote address. A frequent collaborator with Tom DeMarco, it seemed fitting that Tim reiterate the message of the importance of Value that Tom had begun. In his presentation on Risk Management and Value Assessment for Product Discrimination, his message was twofold:

- "The Strategy is Simple…Build so that when time is up you can say, "At least we built as much of the most important stuff as we could."
- A Risk Ritual...Identify risks, Assess risk exposure, Determine which risks to manage, Form action plans for *direct* risks, Form mitigation plans for *indirect* risks, Determine contingency fund, Build tripwires into project plan, Keep the process going..."

And so ended another ICSQ, prizes were awarded, organizers were thanked and everyone said au revoir until the 13th ICSQ to be held in Dallas, October 7-8, 2003. ❏

OFFICERS 2001-2002

Chair and & SMP:
  Isabelle LEMIEUX
  (514) 818-2937
Vice-Chair:
  Inteaz ALLI, Ph.D., CQA
  McGill University
  (514) 398-7920
Secretary:
  Position Open
Treasurer:
  Raymond DYER, CQA, CQM
  NORTEL Networks
  (514) 483-5001
Immediate Past Chair & Awards:
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  KGF Service
  (450) 969-0709
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  Bernard DOIRON, CQA
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Environmental:
  Mitchell DAUDIER
  Thellen Environnement
  (514) 272-4048
Directors:
  Sam WEISSFELNER, CSQE, CQA

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. »