

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

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# A

## nnual General Meeting



**DATE: Wednesday, February 12, 2003**

**TIME: 6:00 PM**

**PLACE: Hilton Hotel — Dorval Airport**

**Review of the Executive Annual Report /**

**Election of the New Executive**

**All members are invited.**

**Dinner. Networking. Free to members.**

*And, we pay the Parking !!*

**For reservations or information contact:**

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

Will you go to the AQP's 25th Annual Conference, February 24-26, 2003, in New Orleans?

Relate back to us on some of their exciting educational highlights:

- ♦ CHANGE WITHOUT RESISTANCE
- ♦ AFFECTING HUMAN CHANGE FOR PROCESS IMPROVEMENT
- ♦ COMMUNICATING A RENAISSANCE: GAINING EMPLOYEE COMMITMENT TO PROCESS IMPROVEMENT, TECHNOLOGY, AND 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 Eric STERN, CQA,  
Newsletter Editor, [eric@cam.org](mailto:eric@cam.org)

### ELECTIONS, ENVIRONMENT AND ENTHOUSIASM FOR 6σ.

If you are not on the section executive and read this, you can choose to come to the Annual General Assembly and candidate, vote, or just get to know how the executive functions. You may even have some great ideas how the section may provide you and other members more benefits. Do not be shy, it is a great opportunity to network and contribute.

Our environmental chair Mitchell Daudier was ill, so the article on the environment that she planned to publish had to be postponed again. While waiting for her article I thought that I will provide you all with new information I have from François Roberge, project director at the Environmental Technology Advancement Centre. He talked to me about Enviroclub<sup>OM</sup> - "The Green Track to Profitability". It helps small- and medium-sized companies (SMEs) improve profitability and competitive-

ness through environmental performance. You can visit its site at [http://lavoieverte.qc.ec.gc.ca/dpe/Anglais/dpe\\_main\\_en.asp?prev\\_enviroclub](http://lavoieverte.qc.ec.gc.ca/dpe/Anglais/dpe_main_en.asp?prev_enviroclub).



Many people participated in the last event dedicated to Six Sigma and its application at Bombardier. It received one of the best evaluations amongst events organized in this season. I scan more than a fair share of quality literature and conversations groups, so I can let you have some of the results of a benchmarking survey recently carried out on the subject. You can see the quality tools most frequently used by the survey participants.

Michel Hodak must have been on a similar wavelength, since he has decided to propose benchmarking activities amongst members of the section (see page 4). He promises to coordinate the efforts. I am glad that the section can support such initiatives and wish that more members would use the support available through the section.

It's **YOUR** Newsletter.



## A word or two from your chair By Isabelle LEMIEUX

Dear members,

Our Annual meeting will take place in a few weeks and a slate has been presented for 2003-2004. The slates presents the nominees for the executive positions within the Montreal Section 0401 Executive meeting.

The Montreal section is always on the hunt for volunteers. In order to encourage our members to participate, we decided to publish a series of article describing the various executive positions. This month we will be discussing the *Section Chair*.

The section chair is the leader of the group. The main responsibility is to maintain the momentum in the group. Here are some of the requirements and responsibilities, according to ASQ position description: The candidates must, of course, be paid member and of the section. It is best if he or she has previously participated in section activities as volunteer by occupying various positions. Leadership skills are important.

The section chair is the one who has to be present at

all activities and attend all meetings. The candidate must be ready to invest the necessary amount of time, as required.

The section chair may serve a maximum of two consecutive terms. The main responsibilities are:

- Preside all section meetings
- Represent the section in all meetings with other local or national groups

The section chair must follow a certain schedule for submitting important documents, such as long or short-term goals and budgets.

The position is very fulfilling. The most important thing is the dynamic between the section executive committee members; chemistry between the people is critical to the success of the section. The success of the section is generated when the team works together.

Thank you and till next time.

Isabelle Lemieux.



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## Upcoming Events

### Annual General Assembly

Review of the Executive Annual Report /  
Election of the New Executive

As member you will have the opportunity to review

how the executive has organized the activities of the section. "Old-timers" may try to convince you that it is fun to participate. In addition to the sense of contribution to the community of quality professionals, you have a chance to make friends and learn effective team interaction in practice. You may even be able to show "old-timers" a thing or two.

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### ASQ MONTREAL SECTION 401 NOTICE

In accordance with the Section bylaws, the following members have been appointed to the Nominating Committee: Raymond E. Dyer (Chair), Bernard Doiron, Norman Dickinson, Sam Weissfelner, & Keith Forcier (Immediate Past Chair). Also, as per Section 7.2.4. (2) of the Bylaws, the Nominating Committee has proposed the following slate of officers for the 2003/2004 Executive.

Section Chair: Isabelle Lemieux

Vice Chair: Inteaz Alli

Secretary: Eric Stern

Treasurer: David Tozer

To nominate a different slate of officers, volunteer for a role on the various committees of the Section, or to obtain further information, please contact Raymond E. Dyer at (514) 483-5001 or redyer@sympatico.ca. Certain other Executive positions and committee chairs must also be filled so please indicate your interest. Please note that, to apply for any Executive position, you must be a member of the Section in good standing.

Sincerely,

Raymond E. Dyer - ASQ Senior Member, CQMgr, & CQA

ASQ Montreal Section 401 Nominating Committee Chair for 2003/2004

### 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@alumni.concordia.ca](mailto: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](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@alumni.concordia.ca](mailto:n.dickinson@alumni.concordia.ca). Q

## 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.

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

### Sign up now.

If you want other courses please call or e-mail. If there is sufficient interest other courses can be run. For information contact David Tozer, ASQ Education Chairman,

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

## *The value of intuition*

In our facts based world of quality systems and structures it is worth remembering the benefits of our intuitive side. Here are a few quotes:

"The primary wisdom is intuition." - Ralph Waldo Emerson

*(Continued on page 5)*

## *Benchmarking, a Local Opportunity*

Benchmarking is the practice of implementing the best practice in an organization based on the practice of the best in class. Michel Hodak is interested in coordinating or organizing a benchmarking group in the local manufacturing and service sectors.

The first part would be discussions pertaining to what is being monitored or measured by companies. Metrics may involve the monitoring and measurement of capability, reaction time, cycle time, throughput, dependability, downtime, on time, availability, achievement, satisfaction, reliability, effectiveness, ability, progress, small quality, big quality using balanced scorecards and the like. Non-confidential, non-sensitive information and not necessarily the performance levels achieved would be

discussed.

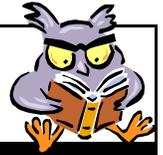
What can stymie those of you working for big corporations is that you ask permission to do this when permission need not be asked.

Whether you are working or between jobs there is something in it for you! We do this to better ourselves as quality individuals and make ourselves more valuable to our employers and to assure enhanced Customer satisfaction, the promotion of new business opportunities, the improvement of effectiveness and the reduction of waste.

Please contact **Michel Hodak** at  
(514)457-7257x253 or mhodak@weco.ca.

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# 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. ☪

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

## Six Sigma benchmarks

By Eric Stern, CQA

### Six Sigma

Pierre Bérard, Six Sigma VP at Bombardier Recreational Products gave a passionate presentation last time on the implementation of Six Sigma in their business. For those who could not attend and those who attended, the “Six Sigma Bible” he recommends is written by *Forrest Breyfogle*. Pierre, and the really curious stayed until 9:30 p.m. discussing many aspects of the “technology”. Apparently companies modify the basic program to fit their culture and Six Sigma has a variety of flavors.

I had received a few weeks earlier the results of a benchmarking study carried out by DynCorp. Through Benchnet.com they have contacted 224 users and 266 non-users of Six Sigma. Amongst users 43% measure service and 40% measure manufacturing performance. 33% of users are from companies with less than 1000 employees. 56% of users have been using it less than 2

years. Only 25% use it as the primary Quality Management System but 84% use it to improve. 62% use internal Black Belts for training. 30% spend less than \$50K for training and 58.5% spend less than \$1000 per student. It is used more for cost savings than for profit increases.

Whether Six Sigma or not, the top process improvement tools used, with the largest benefits, are: Process Mapping, Root Cause Analysis, Cause and Effect Analysis, Benchmarking and Problem Solving.

Respondents not using Six Sigma use ISO, TQM, Malcolm Baldrige, Lean Thinking and internally developed QMS, in that order. They rate ISO 9001 as the #1 QMS and the #1 “Greatest Benefit” Process Improvement tool.

☪

(INTUITION, Continued from page 4)

"The term intuition does not denote something contrary to reason, but something outside of the province of reason." - Carl Jung

"The real valuable thing is intuition." - Albert Einstein

"Intuition is one of the most important abilities we can cultivate...It is becoming necessary for a comprehensive personal and global perspective." - Jagdish Parikh

"My beliefs I test on my body, on my intuitional consciousness, and when I get a response there, then I accept." - D. H. Lawrence

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.

12-Feb-03	<b>Annual General Assembly</b> – Your Section's annual report, election of the 2003-2004 Executive Committee, and a chance to voice your opinion.
12-Mar-03	<b>Statistical Tools</b> – Following the <b>Debate on quality tools</b> a study of the more sophisticated tools.
09-Apr-03	<b>Quality Management Principles</b> – More details later on
14-May-03	<b>Get Together</b> – An evening to exchange with your fellow Quality Professionals.

### **EXECUTIVE COMMITTEE MEETINGS:**

19-Mar-03	21-May-03
16-Apr-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.

A journey of a thousand miles must begin with a single step. - Lao-Tzu

Every man is the architect of his own future. - Appius Claudius

Wonder is the beginning of wisdom. - Greek proverb

Kindness begets kindness. - Sophocles

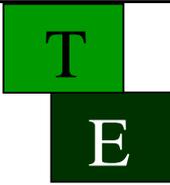
Thanks to Raymond Dyer who collected these, and more to come.

### *Special thanks to the Sustaining Members in the Montreal Section:*

Bombardier, Hydro-Québec and Novaxa Consulting

### *Welcome to our new members:*

Amit Baghel, Michael A. Belanger, Lana Okulova



# Thellen Environment Inc.

Environment, Health & Safety Management

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Are you concerned about Environmental Management?

Do you need help for waste management in your organization?

Are you thinking about implementing ISO 14001? Do you know where to start?

## **We can help you.**

Thellen Environment is a consulting organization active in Environment, Health and Safety (EHS), working with industries since 1995 helping them or acting as subcontractor in the following domains:

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Training	Recycling programs
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We can help you take concrete steps towards a better management of your EHS department.

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Contact Mitchell Daudier for more information at:

Tel.: (450) 463-0990  
or dial 1-866-463-0990  
e-mail: [info@thellen.ca](mailto:info@thellen.ca)

Visit our Web site at: [www.thellen.ca](http://www.thellen.ca)

**We help solve your Environmental, Health & Safety problems.**

**WE ALWAYS HAVE SPACE FOR YOUR ADS**

***Please contact Eric Stern at (514) 483-6264, or [eric@cam.org](mailto:eric@cam.org)***

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

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*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.*

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

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

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