

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

A dvanced Quality and Statistical Tools



DATE: Wednesday, March 12, 2003

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

Martin Carignan and David Tozer

Advanced computer supported tools, the Six Sigma methodology of tool selection, and applications will be discussed.

See details on page 3.

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

And, we pay the Parking !!

For reservations or information *this time* contact:

Isabelle LEMIEUX at (514) 818-2937

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Enviroclub^{OM}

The Green Track to Profitability

Good quality includes a good knowledge of the types of impacts organizations might have on the environment. Identifying environmental risks to eliminate them, or at least control them, that's what a good

Environmental Management System (EMS) is all about.

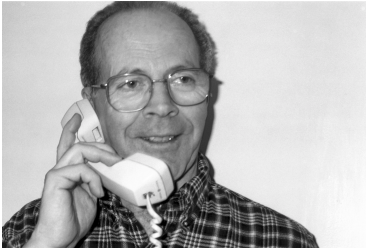
And we know that a good Quality Management system must be connected to a viable EMS. But how can small- and me-

LOOKING FOR A CHANGE ??

CHECK PAGE 3 AND THEN YOUR SECTION'S WEB PAGE FOR CAREER OPPORTUNITIES

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The Editor's Corner

By Eric STERN, CQA,
Newsletter Editor, eric@cam.org

ELECTION RESULTS, ENVIRONMENT AND ABUNDANCE

As you can see, I will soon move out of this corner and serve you as a section secretary. The proposed slate of executives was elected in unanimity. It was great to see the relatively large number of members who participated in the General Assembly.

Our environmental chair Mitchell Daudier publishes her promised article about solutions to environmental problems.

Where do I see abundance? 9 new section members. 3 ads of different sizes giving me the opportunity to produce an extra page of text on

behalf of ASQ teams that want to let you know of events that they consider exciting. In fact I had to refuse the request to publish an invitation to the "Transition to the ISO 9000:2000 Series," Dallas conference, well simply because this Newsletter will get out too late for the invitation to be relevant. I include however the invitation to the October 2, 2003 Toronto Quality Forum.

Another way of looking at abundance is to see how well we function and to appreciate it. I became recently aware of how much more effective this can be compared to the search for problems and ways of fixing them. Check out my short note on "Let's measure and acknowledge conformances" and follow through with the referred portal.

It's **YOUR** Newsletter. Q

CALL FOR PAPERS – 48th ANNUAL TORONTO QUALITY FORUM

The October 2, 2003 Toronto Quality Forum will offer a menu of 32 varied presentations from well-known companies and organizations

in eight different tracks, as well as "Bird of a Feather" facilitated discussion groups.

This year's keynote speaker is Kenneth Case, president-elect of the ASQ.

Forum theme is "The Road Ahead: Diversity in Focus," reflecting the broad scope of

timely topics planned. Submissions for abstracts and biographies should be forwarded to Steve Singh, Program Chairman, at svsajax@sympatico.ca. Submission deadline is May 15, with final papers due by June 30. The ASQ Toronto Section website at www.torontoqualityforum.com will contain further information and registration details.

Media contact: Bud Morrison

E-mail: budmorrison@ca.inter.net

Phone: 416 749-8631

Fax: 416 749-0456

The 2003—2004 Executive was elected

Dear members,

The General Annual Meeting elected February 12, 2003 in unanimity the proposed executive slate for 2003-2004.

Section Chair: Isabelle Lemieux

Vice Chair: Inteaz Alli

Secretary: Eric Stern

Treasurer: David Tozer

The Montreal section is always on the hunt for volunteers. Many of the other positions are available. If you want to practice leadership, teamwork, or want to contribute to the other members of the section in any specific way get in touch with any of the section executives listed on the last page of this Newsletter. Q

Upcoming Events

By Bernard Doiron, CQA, Programs & Arrangement Chair

Advanced quality and statistical tools

In their quest for improvement, companies will face different kinds of problems. Some of them are simple and can be solved using basic quality tools. Other problems are more complex and will need a solid problem solving process accompanied by more advanced tools in order to reach the desired performance improvement.

In the past, many powerful tools were not applied because of computation complexity or the computations took too long. Today, thanks to computers and user friendly softwares, complex situations can be analyzed. Modern softwares allows users to invest a small amount of time in learning how to use the tools available in the software and then apply it to their problems.

This conference will present advanced quality tools and their usefulness for process improvement. To help participants understand when these tools could be applied, they will be presented in the framework of the Six Sigma methodology. Applications of these tools in different situations will also be presented.

Don't miss this chance to de-mystify powerful tools and open up new possibilities for process improvement.

Martin Carignan

Martin Carignan is an associate in Bezeau, Carignan et associés, a consulting company in ap-

plied statistics and Six Sigma with clients in different industries : telecommunications, property management, aerospace, transportation, pulp and paper, printing, metal, etc..

He has extensive experience in the application of statistics and other quality tools for business process improvement. He has implemented Six Sigma resulting in savings of approximately 0.5M\$ per project. He has developed and delivered training for Green belts, Black belts and Master Black belts. He acts as a coach for clients helping them in the application of statistical tools to specific problems.

He also coached executives in the development of the right metrics to assess business process performance and in their interpretation. He participated to the implementation of balanced scorecards. Martin was an evaluator for the "Grands Prix Québécois de la Qualité" in 2000 and 2001.

David Tozer

David Tozer is the owner of David Tozer and Associates, a company involved in developing software for advanced quality tools for managing the design process and providing training to the quality field.

David Tozer earned a Ph. D. in physics from the University of Waterloo. Later he earned the Certified Quality Engineer certification, and passed the

(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@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 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.

*(Continued from page 3, **Advanced quality and statistical tools**)*

lead assessor course for ISO 9000.

He has over 27 years experience in the quality field. He has worked as a contractor in the quality field for many companies in North America during this time. The industries in which the work was done include the pharmaceutical, aerospace, defense, and automotive.

Before Six Sigma became a common term David Tozer was involved in helping organizations improve their quality through a process that was similar to Six Sigma. In the process of doing this, savings to organizations totaling over \$.5M were achieved in less than one year.

Currently the focus of work is on improving the design process, since this is the area that can have the greatest impact on savings for most organizations.

(ENVIROCLUB Continued from page 1)

Small-sized businesses (SMEs) improve their environmental performance, while engaging in profitable projects? One way is to take part in the EnviroclubOM Program, which helps manufacturers achieve concrete results. Good examples are bicycle manufacturer Cycles Devinci, which has reduced its solvent waste by 80%, saving itself \$82,000 per year in the process, and Sani-Terre, which manufactures and operates mobile cleaning equipment for forestry machinery and saves \$17,000 per year by reducing its greenhouse gas emissions by almost 60 tons.

The EnviroclubOM Program has helped tens of participating SMEs implement pollution prevention projects that have been every bit as worthwhile. The Envi-

roclub has also something for the big corporations who can participate through their suppliers.

Established by Canada Economic Development, Environment Canada and the National Research Council of Canada, the EnviroclubOM Program is a unique opportunity for Canadian SMEs to improve their performance from a sustainable development perspective. Government partners have made concrete commitments to the program, which is tailored to firms' needs.

Consultants help participating SMEs identify and carry out profitable pollution prevention projects on site. Projects may involve reducing energy or resource consumption, greenhouse gas or toxic substances emissions, or reusing waste on site. SME staff also attend interactive

(Continued on page 5)

ASQ Certification Exam Dates

2003	EXAM DATES	APPLICATION DEADLINE
CQE/CQA/CSQE/CQIA	June 7	April 4



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. ☉

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

(ENVIROCLUB Continued from page 4)
environmental performance workshops given by specialists, where they have the opportunity to meet and talk to other businesspeople. This allows SMEs to improve their environmental profiles, while benefiting from significant economic spinoffs year after year.

For information on EnviroclubOM, contact me at (450) 463-0990 or Environment Canada at Tel.: (514) 283-4670,

E-mail: quebec.dpe@ec.gc.ca.

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April 28 – May 2 (English - Montreal)

ISO 2000 Internal Auditor \$795

March 25-26 (English – Montreal)

(ISO EDGE) ISO 9001:2000 Transition
Planning Seminar

March 27-28 (English – Montreal)

WHEN YOU NEED TO BE SURE



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-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:



19-Mar-03

16-Apr-03

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.

Let's measure and acknowledge conformances

By Eric Stern, CQA

Last month I have listened to a presentation on "Appreciative Inquiry", inspired by the book of the same name David Copperrider. A good portal to start to look for more material on the subject is at <http://appreciativeinquiry.cwru.edu/>.

It strikes me that quality professionals are trained and rewarded for discovering nonconformances, analyze root causes, generate corrective and preventive actions. The exact opposite approach of looking for what works and how to expand on that has given extraordinary results in all sorts of organizations, as well as for individuals.

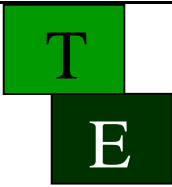
As change agents, I recommend you to study the subject; I may even expand on it in the future.

Special thanks to the Sustaining Members in the Montreal Section:

Bombardier, Hydro-Québec and Novaxa Consulting

Welcome to our new members:

Zahir Albadawi, Stephane Auclair, Paul Brisson, J. F. Menard, Philip R. Plouffe, Martin Rioux, Shahram Sharifi, Bruno Tuffelli, and Claude Vadnais Jr.



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Accident and incident prevention	Documentation of procedures
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We can help you take concrete steps towards a better management of your EHS department.

Among others, we are helping companies such as Nortel Networks and General Electric to manage their Environmental services; chances are we can help you too.

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Visit our Web site at: 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

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, R. DYER

Newsletter Editor : Eric STERN, CQA

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

Email : eric@cam.org

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EXECUTIVE 2002-2003

Chair and & SMP:

Isabelle LEMIEUX
(514) 818-2937

Vice-Chair:

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

Secretary (interim):

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

Treasurer:

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

Program, Arrangements & Membership:

Bernard DOIRON, CQA
KAYI
(450) 653-4879

Newsletter, Publicity:

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

Historian:

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

Education and Auditing:

David TOZER, Ph.D.
(514) 694 2830

Internet Liaison, Recertification, Certification & Examining:

Norman DICKINSON, CQA
(514) 334-6102

Environmental:

Mitchell DAUDIER
Thellen Environnement
(450) 463-0990

Directors:

Sam WEISSFELNER, CSQE, CQA

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 Newsletter	\$ 150	\$ 200

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