

The objective of the Newsletter is to increase awareness, interest and involvement in Section activities

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I

nternal Auditing — Principles and Practices

DATE: Wednesday, April 9, 2003

TIME: 6:00 PM

PLACE: Hilton Hotel — Dorval Airport

Inteaz Alli and Jean-Pierre Amiel

See details on page 3.

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

And, we pay the Parking !!

For reservations or information contact:

**Bernard Doiron, preferably by FAX: (450) 653-5585,
or phone: (450) 653-4879**

Just do it?

When a task involves pressure or tedium or fear or stress, we can suddenly lose our sense of capability and grind to shuddering standstill. Mostly, it is because we are fighting having to do this painful or uncomfortable thing, but the effect is to cloud our minds with uncertainty, confusion, and overwhelm. We are in a state of indecision about how or where to start.

Here are a few ideas to help us get unstuck:



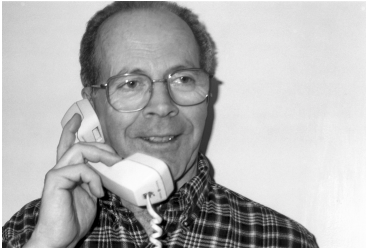
(Continued on page 5)

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

TRAINING LANGUAGE

PREFERENCE, INNOVATIVE TOOLS, KOALATY KID

As your Publicity Chair, let me ask how many of you are interested in course announcements. Even more pointedly, **how many of you would like to take courses given in French.** It has nothing to do with the elections in Quebec. It is however important to get providers of training to advertise courses in our publication, whether they are given in English or French. **Please let me know** whether you prefer to take courses in English, French or either language. You may also want to mention what type of course you would like to take, if available.

Marc Macot was all excited at one of the previous section meetings about a conference he will give at the ASQ Quality Congress in May in Kan-

sas City on the **simple and efficient tool** developed by him, together with a MAPEI team, permitting the understanding of **corrective/preventive actions**, the facilitation of the follow-ups and to insuring the availability of the proper documentation. They have used brainstorming, the 5W method, the Pareto principle, and root cause analysis. Marc promised to make the material available to our members after the Kansas City presentation.

The 14th Annual ASQ Koalaty Kid Conference Will be held this year April 6-8, at the Ottawa Congress Centre. I am not sure that you will get this Newsletter in time to make a difference in you attending it, but our web site has a series of links to the documentation at <http://www.asqmontreal.qc.ca>. There was a strong Koalaty Kid program in our Section a few years ago and you could be the one to revive it again if education of children is one of your concerns.

It's YOUR Newsletter. Q



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

The history of managing quality...

It is interesting how the management of quality evolved in North America. At first the principal activities in the colonies were agriculture and production for self use, strictly for self-sufficiency purposes.

The early colonists and immigrants also faced the problems and opportunities associated with exploiting immense natural resources of their new world. An innovative spirit emerged and became a driving force when the new nation undertook industrialization. Self-reliance and risk taking became major and respected traditions... supported by individualism and entrepreneurship.

The craftsmanship concept consisted of an apprentice being trained by a master in how to produce the product. The master also maintained a form of quality control by inspecting the goods before sale. The industrialization brought a more

systemic process, subdividing it into multiple and specialized tasks. Quality was assured through the skills of the workers, supplemented by supervisory audits or by departmental inspectors.

In many companies, the assignment of responsibilities for quality took a curious turn. If defective goods did get to a client, it was common for the upper managers to ask an inspector why he let this get out. It was believed that quality was more the inspection department's responsibility than production. What a change from that to the most advanced Six Sigma concepts.

It is now up to our members to ***“advance individual and organizational performance excellence worldwide by providing opportunities for learning, quality improvement, and knowledge exchange”***, as the ASQ mission is stated. We assist organizations become and stay performant and effective; we contribute to the satisfaction of their customers.

Q

Upcoming Events

By Bernard Doiron, CQA, Programs & Arrangement Chair

Internal Auditing— Principles and Practices

Internal audits, like external audits, are governed by recognized auditing principles. For the Internal Auditor, the challenge is to apply these generic principles to an organization with its own particular characteristics: its management, culture, objectives, systems, operations, etc.

The presentation will illustrate how Internal Auditors can practice effectively in their own particular organization.

Inteaz Alli is Professor of Principles of Quality Assurance and Chair of the Department of Food Science at McGill University. He is a Quality Systems Lead Auditor and an ASQ CQA/HACCP. He has performed internal audits in the Food Industry for the past 10 years and ISO 9000 Quality System registration audits since 1995.

Jean-Pierre Amiel is Coordonnateur qualité, Ingénierie exploitation métro, STM.

Société de transport de Montréal (STM) has no obligation to implement a quality system. However, its mission to “promote and manage the public transit trips of the people living on the territory it serves” and to provide a fast, reliable, safe service, manned by courteous personnel infers that the organization (in a period of tight budgets) must develop innovative ways to meet the objectives set out.

The Metro group is a member of the American Public Transportation Association's voluntary Rail Safety Audit Program. It has implemented a number of measures integrated into an overall Security Plan. A key component of this plan is the audit function.

Although based on ISO 19011, the non-traditional audit approach relies on upper management's commitment, an effective choice of audit subjects, an audit coordinator with no permanent auditors, and short, but to the point, audit reports integrating some ideas borrowed from the QUALimètre and the Grand Prix Québécois de la Qualité.

○

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



2003	EXAM DATES	APPLICATION DEADLINE
CQE/CQA/CSQE/CQIA	June 7	April 4
CQT/CRE/CMI/HACCP Biomedical Certified Quality Manager Six Sigma Black Belt	October 18	August 22
CQE/CQA/CSQE/CQIA/ CCT	December 6	October 3

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”.

Your e-mail address and ASQ permission

Have you checked your e-mail permissions with ASQ in the last three months? If the answer is **NO** then perhaps you should. In an attempt to assure its members that they will not receive unsolicited e-mails the ASQ has recently instituted a policy of requesting permissions.

To this end, did you know that the ASQ requires your explicit permission for your section (us here in Montreal) to send you any e-mail relevant to what we are doing here in Montreal and therefore possibly of interest to you? In addition if you gave ASQ headquarters your e-mail address more than two years ago permissions were not requested back then. Now because they do not have your expressed permission on file you have automatically been designated as a “NO” and therefore your section

can no longer e-mail you any interesting tidbits about your section including reminders for events about one week prior to it. (The Career Notifications are not affected by this.)

If you are concerned about a flood of e-mails from the section don't worry, we average about eight e-mailings per year.

To do this go to www.asqnet.org and click on “My Account” which is located at the top on the right.

If you have any questions about this you can call me at 514-334-6102 or e-mail me at n.dickinson@alumni.concordia.ca.

Norman Dickinson ☺

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

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-Apr-03	Internal Auditing: Principles and Practices
14-May-03	Get Together – An evening to exchange with your fellow Quality Professionals.

EXECUTIVE COMMITTEE MEETINGS:



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.

Just do it (Continued from page 1)

- ♦ **Keep starting.** There are lots of things to get done, and some of them have to be done over regularly, much to our distaste (tax returns, paying bills, writing reports). There will be challenges, obstacles, and setbacks. We can accept that it is sometimes inevitable, treat the obstacles, challenges, or setbacks as another task to tackle, and just keep starting.
- ♦ Schedule a few specific time-slots, on specific dates, **this week, today, or right now.**
- ♦ Spend 5 minutes figuring out the tasks this project requires, and **put them in order** of importance and/or chronological order (just 5 minutes! It'll save us LOADS of time later).
- ♦ **Schedule "do-able" portions**, like 20 to 45 minutes, so we're not facing a mountain immediately.
- ♦ **Start with the easiest** thing first **OR start with the hardest** thing first (which ever works better for us at this time with this task).
- ♦ **Create artificial interim deadlines**, if they will work for us.
- ♦ **Reward ourselves** for our progress! (Decide on the reward ahead of time so we can use it as a "carrot" to motivate us.) Or take away rewards or privileges if we have not worked on the task.
- ♦ **Reconcile with and accept** the fact that tedium, struggle, fear, discomfort and/or pain are just part of the equation sometimes, and that getting tasks like that done can be rewarding just because **they're behind us.**
- ♦ **Use a buddy (or coach!)** to help hold us accountable. This might be someone who also has a task they need to accomplish, or it might be someone whose respect we do not want to lose.

***Special thanks to the Sustaining Members in the Montreal Section:
Bombardier, Hydro-Québec and Novaxa Consulting***

Welcome to our new members:

Mominul Islam Bhuiyan, Jean-Roch H. Leclerc,
Diane Marsolais, and Vivian Wei Xiao

EXECUTIVE 2002-2003

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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. »

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.

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

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

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Come and visit www.ASQMontreal.qc.ca