



Montreal  
Section 0401

# NEWSLETTER

February 2004, Volume 54, Issue 1

**Our objective: To increase awareness, interest, and involvement in Section activities and quality-related subjects.**

## FMEA-Failure Mode & Effects Analysis



**DATE:** Wednesday, February 11, 2004

**TIME:** 6:00 PM

**PLACE:** Hilton Hotel — Dorval Airport

**SPEAKER:** Mike Belanger

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

*And, we pay the Parking !!*

**More details on the event & its speakers on page 3.**

**For reservations or information contact:**  
Bernard Doiron, preferably by fax at: (450) 653-5585,  
or phone at: (450) 653-4879

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## Slate of officers for 2004/2005 Executive

**More details on page 4.**



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## *The Editor's Corner*

*By Raymond E. Dyer, ASQ CQMgr & CQA, Newsletter Editor*


### **SIX SIGMA, FAD OR FUTURE?**

I am teaching Quality again to university students. Instead of limiting myself to ISO 9001, I am now giving a course in the fundamentals of Total Quality. Recently, when presenting Six Sigma, I was asked if it was a fad whose time had already showed signs of passing.

I took the opportunity to review some of the more recent developments in Quality including

Quality Circles, TQM, ISO 9000, Business Excellence models (e.g. MBNQA & QUALImètre), Six Sigma, Lean Manufacturing, etc. I showed how each one built upon the other. While some have been disappointed, especially when the Quality tool, standard, &/or management practice was poorly implemented, most have seen benefits.

Six Sigma is here to stay for those who truly understand its value & are committed to good business practices in the long run.

Raymond E. Dyer 



## *A word from your Section Chair*

*By Isabelle Lemieux, Section Chair*

### **Exposure...**

I am convinced as members you have loads of experience and knowledge to share. Why not share it with your quality community; with other members of your ASQ section?

We are constantly looking for members, specialists in their field, that wish to reach an assembly of a few dozen people and help them through their quest for knowledge.

Maybe you are experienced in coaching, a lean manufacturing specialist, a six sigma green or black belt, or possess an extensive knowledge in the implementation of a specific standard or the application of certain quality tools in your industry. If you correspond to any of

the previous and more, we need you.

We are offering you the opportunity to help your peers in their struggle with quality related issues and concerns. Some may be looking for alternatives or even simply a better understanding of certain quality related methods or tools.

By volunteering, you gain exposure to a pool of people to network with as well as the opportunity to develop partnerships that may potentially lead to new business opportunities. The value you will gain by such exposure is limitless and non-negligible.

Imagine yourself contributing in giving your peers, members, non-members, and future members of ASQ, events of great quality and priceless value.

Isabelle Lemieux 

## *Upcoming Program of Events*

*By Bernard Doiron, ASQ CQA, Program & Arrangements Chair*

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

<b>10 March 2004</b>	<b>Leadership / Change Agent</b> – Planned speaker is Beverley Patwell.
<b>14 April 2004</b>	<b>Annual General Assembly</b> – Your Section's annual report, election of the 2004-2005 Executive Committee officers, and a chance to voice your opinion.
<b>12 May 2004</b>	<b>Six Sigma / Lean Manufacturing</b> – More details to come!

## *Details of next event*

*By David Tozer, Education Chair*

### FMEA-Failure Mode & Effects Analysis

FMEA is a very useful tool for designers. It allows them to understand how the product being designed can fail, assess the impact of the failure, and then develop countermeasures to the failure mode.

### Mike Belanger

Mike Belanger is a Technical Associate at Perki-

nElmer Optoelectronics. He has over 15 years experience in Quality and Reliability and over 10 years direct experience in climatic and mechanical qualification and reliability testing. He has worked as quality engineer for several military and space qualified projects as well as commercial products. Mr. Belanger has a background in electronics engineering and is a member of ASQ and EDFAS.

**PerkinElmer** is a manufacturer of high speed, high performance optical detectors for the scientific, military, space, medical, telecom and industrial markets including automotive markets.

## *Special welcome to our new members*

*By Bernard Doiron, ASQ CQA, Membership Chair*

*Martin Genier, B. Grant Gordon, Jean-François Labelle, Jean-Marie Maurice, Jason Rouse, Stephane Simard, David Smith, Jiten Thakor, Drazen Galovic*

## *Executive Committee meetings*

Section Executive Committee meetings are held at the Dorval Hilton, starting at 6 PM. The next meetings are scheduled for: 25 Feb, 24 March, 28 April, 26 May (to be confirmed), & 9 June 2004 (to be confirmed). Please note that all dates planned are subject to change. Please call ahead to attend by contacting Section Chair **Isabelle Lemieux** at Tel: (514) 748-4848 ext. 4294 or Section Secretary **Eric Stern** at Tel: (514) 483-6264.

*The final test of a leader is that he leaves behind in other men the conviction and the will to carry on. - Walter Lippmann*

*Success isn't how far you got, but the distance you traveled from where you started.*

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# *Slate of officers for 2004/05 Executive Committee*

*By Raymond E. Dyer, ASQ CQMgr & CQA, Nominating Committee Chair*

## **ASQ MONTREAL SECTION 0401 NOTICE**

In accordance with the Section bylaws, the following members have been appointed to the Nominating Committee: Raymond E. Dyer (Chair), Inteaz Alli, Norman Dickinson, Sam Weissfelner, & Isabelle Lemieux (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 2004/2005 Executive.

**Section Chair: Bernard Doiron**

**Vice Chair: Mitchell Daudier**

**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 Montreal Section 0401 Nominating Committee Chair*** 

# *ASQ Certification & Recertification*

*By Norman Dickinson, Certification & Recertification Chairs*



<b>ASQ Certifications</b>	<b>EXAM DATES</b>	<b>APPLICATION DEADLINE</b>
CQE, CQA, CSQE, CQIA, CCT	June 5, 2004	April 9, 2004
CQT, CRE, CMI, CHA, CQA-Biomedical, Certified Quality Manager, Six Sigma Black Belt	October 16, 2004	August 20, 2004

*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.*

For members interested in preparing their **journals for recertification**, please contact Norman Dickinson, Recertification Chair, at Tel: (514) 334-6102 or e-mail: n.dickinson@alumni.concordia.ca .

# Montreal Section Education Program

By David Tozer, Education Chair

## ***ASQ certification gives you an edge and can increase your income!***

People who take section-sponsored courses and spend at least the same amount of time as spent in the classroom on self-study have an 80% chance of passing the examination on the first attempt. The pass rate without a course is between 25% and 35%. Sign up today!



**Certified Quality Engineer** - Topics include: cost of quality, human resources, inspection, metrology, sampling, reliability, quality audit, statistics, design of experiments, process improvement and modern management methods for improving quality.

**Certified Quality Auditor** - Topics include: management responsibility, audit objectives, audit preparation, audit conduct, audit reporting and basic statistics.

<u>ASQ Refresher Course for</u>	<u>Starts</u>	<u>Duration</u>	<u>Member Fee</u>	<u>Non-member</u>
Certified Quality Engineer (CQE)	Early March 2004	10 weeks	\$899	\$999
Certified Quality Auditor (CQA)	Early March 2004	10 weeks	\$899	\$999

Call (514) 694-2830 or e-mail [tozerdd@sympatico.ca](mailto:tozerdd@sympatico.ca) to arrange for in house training or other courses.

### ASQ Course Registration Form

Course: CQE  CQA  Fee: \_\_\_\_\_  
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Country: \_\_\_\_\_ Postal Code/ZIP: \_\_\_\_\_ Country: \_\_\_\_\_ Postal Code/ZIP: \_\_\_\_\_

Send form and cheque to:

David Tozer  
ASQ Montreal Section 0401 Education Chair  
159 chemin Stillview  
Pointe-Claire Québec H9R 2Y1



### Questions?

Call David Tozer at (514) 694-2830 or e-mail him at [tozerdd@sympatico.ca](mailto:tozerdd@sympatico.ca)



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# ISO 9000:2000 Certificate of Achievement

By Raymond E. Dyer, ASQ CQMgr & CQA, with input from Bernard Doiron, ASQ CQA

As members of ASQ, most of you are, by now, aware of our certifications. There are, however, other certifications that can be achieved (see example included with this article) that also represent recognized expertise in a specific area of Quality. The example I am alluding to is a new form of recognition in demonstrating a clear understanding of the ISO 9000 series of standards as certified by the International Standardized Testing Organization. The interesting thing is that ASQ still played a big role in helping Bernard Doiron achieve this certification.


This ISO 9000:2000 Certificate of Achievement was first brought to Bernard's attention by ASQ via the September 2003 issue of Quality Progress. As he explored how to pass this test, he had to secure the involvement of local ASQ section resources to monitor the exam. Here is where our ever diligent Montreal Section Certification Chair, Norman Dickinson, gets involved. As Certification Chair, Norman monitors ASQ certification exams. Even though this was not such an exam, it was indeed an exam to which ASQ had indicated it would support the management of. After having passed through ASQ Head Quarters, arrangements were made to have the ASQ Montreal Section 0401 Certification Chair monitor the exam in a similar way as he would for any ASQ certification exam.

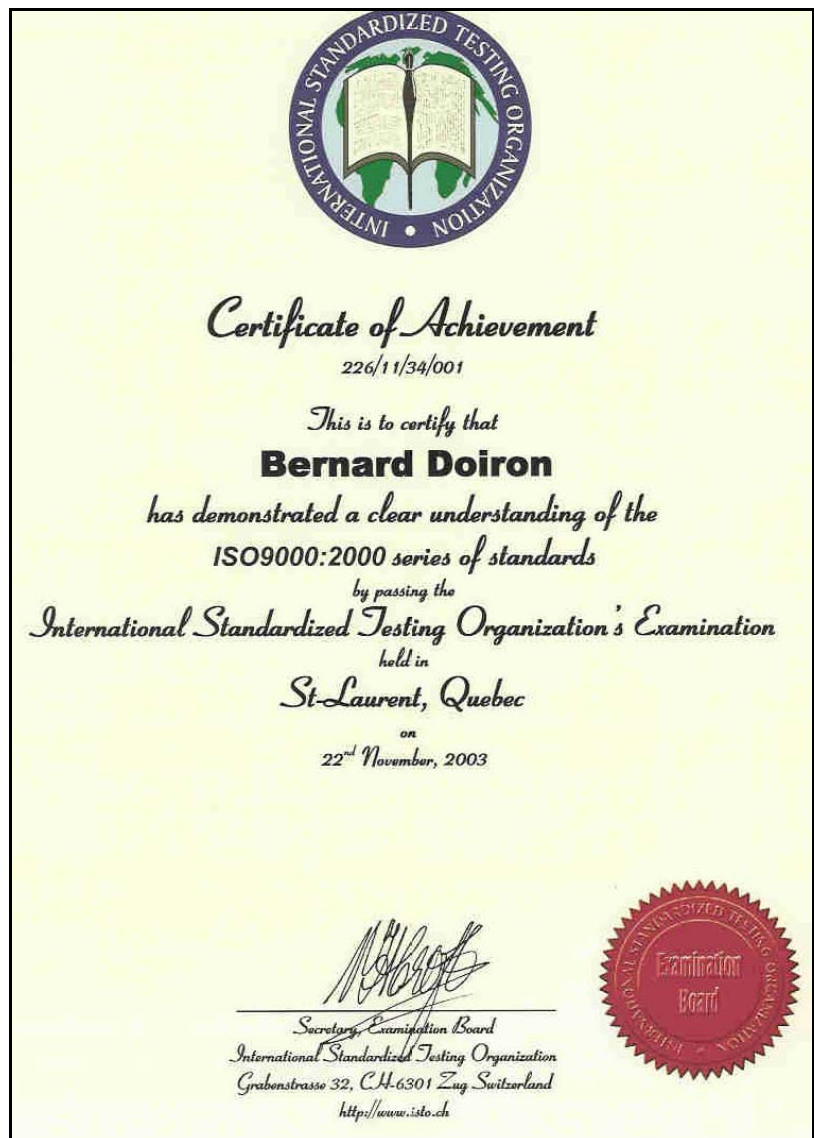
Bernard wrote the exam on 22 November 2003 and just recently received the confirmation that he had passed. To the best of our knowledge, Bernard Doiron is the first individual in Quebec to have been certified by the International Standardized Testing Organization as demonstrating a clear understanding of the ISO 9000 series of standards. This is an achievement we, the Montreal Section Executive team of ASQ, are very proud of. Bernard has been an active section executive member for many years now and we share his interest in this new area of Quality expertise recognition very seriously. Now that Bernard has shown us the way, we will be encouraging many others to follow suit and seek this ISO 9000 expertise recognition.

So what does it take to pass this exam and get this recognition? According to Bernard, you need to know the standard. It is an exam in the same style as ASQ's, like for example the one used for the Certified Quality Auditor or CQA.

So how does one go about embarking on this initiative? Again according to Bernard, the best way to proceed is to call ASQ Milwaukee at 1-800-248-1946 and ask for Sally M. Harthun, Manager, Certification Offerings.

On behalf of the ASQ Montreal Section 0401 Executive Committee, I congratulate Bernard Doiron on his achievement and thank him for forging the path to follow for others who also want to reach this achievement.

Raymond E. Dyer 





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FUNDAMENTALS - \$795	Montreal	March 22 – 23, 2004 June 14 – 15, 2004
INTERNAL AUDITOR - \$795	Montreal	March 24 – 25, 2004 June 16 – 17, 2004
LEAD AUDITOR - \$1,695 (RAB and IATCA Accredited)	Montreal	February 9 – 13, 2004 April 26 – 30, 2004
PROCESS AUDITING - \$425	Montreal	February 10, 2004 March 9, 2004 April 1, 2004

## ISO 14001 Environmental Management (seminars offered only in French)

LEAD AUDITOR - \$1,995 (RAB Accredited)	Montreal	February 23 – 27, 2004 April 19 – 23, 2004
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## OHSAS 18001 - Occupational Health and Safety (seminars offered only in French)

ESSENTIALS - \$895	Montreal	February 16 – 17, 2004 May 25 – 26, 2004
INTERNAL AUDITOR - \$895	Montreal	February 18 – 19, 2004 May 27 – 28, 2004
LEAD AUDITOR - \$1,995	Montreal	May 10 – 14, 2004
HACCP FOOD SAFETY - \$795	Montreal	April 14 – 15, 2004

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## 2003/2004 SECTION

### EXECUTIVE

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Sam Weissfelner, ASQ CSQE & CQA

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Emilio Falquero, (514) 694-2766

**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 0401 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. »*

**R**ates apply for placing a black & white ad in one Newsletter issue only. Discounted rates are available for the same ad in multiple issues.

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Contact **Raymond E. Dyer**, Newsletter Editor & Publicity Chair at (514) 483-5001 or e-mail at [redyer@sympatico.ca](mailto:redyer@sympatico.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

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

The ASQ Montreal Section 0401 Newsletter is prepared by its members and published 8 times a year for its members.

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