



Montreal
Section 0401

NEWSLETTER

March 2004, Volume 54, Issue 2

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

The Essentials of Change Leadership



DATE: Wednesday, March 10, 2004
TIME: 6:00 PM
PLACE: Hilton Hotel — Dorval Airport
SPEAKER: Beverley Patwell
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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***We welcome new member
Drazen Galovic to our section !***

**LOOKING FOR A CAREER IN QUALITY ?? IF SO,
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The Editor's Corner

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

FEEDBACK

One of the most powerful tools in determining performance is feedback. We seek customer feedback to improve our product offering and, in turn, protect and hopefully increase sales. Employees seek feedback on their performance in order to improve and solidify their value add to their company. Even volunteers such as I seek feedback to determine if what we are doing is really appreciated.

I received a very encouraging remark from my last newsletter. Other than comments from the ASQ Montreal Section 0401 Executive team, a couple of remarks from members attending our

events, and a few colleagues at Nortel Networks that get to see my newsletter, I really don't know how well this newsletter is appreciated.

Amongst other things, the purpose of this newsletter is to inform you of upcoming events, provide news from our section and ASQ in general, publicize Quality professionals and organizations, and provide the occasional Quality topic.

How do you, our members, appreciate this newsletter? What do you really like? What don't you like? What would you like to see more of?

Raymond E. Dyer who can be reached at redyer@sympatico.ca



A word from your Section Chair

By Isabelle Lemieux, Section Chair

Exposure, continued ...

On Wednesday February 18th, our Secretary Eric Stern, Environmental Chair Mitchell Daudier, and I met the Director of the Chamber of Commerce of Ville Saint-Laurent. Our goal was to present ourselves, i.e. our ASQ section, to another active business association. The key word for this is EXPOSURE!

The benefits of exposure to us and you all is immense. It pays to be known. Now this organization knows about our vast community of quality professionals promoting the quality culture. We are not representatives of ISO 9000 or of any other

specific market or quality standard, we go further than that. The Montreal Section of the ASQ has 350+ members ready to share their expertise with the rest of the corporate world and with other members as well.

The three of us came out of our meeting more encouraged than ever, more motivated in making our section known, and firmly intending to open communication channels with other organizations to bring value to our members and the quality community in general.

We will keep you posted.

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.

14 April 2004	Annual General Assembly – Your Section's annual report, election of the 2004-2005 Executive Committee officers, and a chance to voice your opinion.
12 May 2004	Six Sigma / Lean Manufacturing – More details to come!

Details of next event

By Marjaneh Pourmand, Six Sigma & Change Management Chair

The Essentials of Change Leadership

Objective: To increase awareness and understanding of how to:

- be effective change agents / leaders of change
- develop your change leadership competencies
- manage resistance to change
- create buy in for your change initiatives

Through an experiential exercise and practical examples, you will explore how you can increase your ability to influence and lead change

Beverley Patwell

Beverley Patwell is President of Patwell Consulting Inc. She is an organizational development practitioner with over 20 years of experience in de-

veloping and implementing organizational development and change management solutions to meet business needs both in private and public sector organizations during times of rapid growth and rightsizing. Her clients include City of Ottawa, Province of Ontario Ministry of Public Safety and Security, Ogilvy Renault, Molson Inc., Transcontinental Media and Cryocath. She has also been the Director of the Aerospace Enterprise Resource Planning Change Management Program and the Manager of Global Organizational Development at Bombardier Aerospace. She is a member of the Board of Directors for LaPasserelle. She also teaches Coaching and Mentoring at the McGill International Executive Institute and works with students in the MA Human Systems Intervention Program at Concordia University. Beverley has a Masters Degree in Human Systems Intervention and is also a member of the OD Network and National Training Laboratories (NTL).

Section Executive Committee meetings

Section Executive Committee meetings are held at the Dorval Hilton, starting at 6 PM. The next meetings are scheduled for: 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.

**Interested in refresher courses
for ASQ certification exams?**

**If so, contact David Tozer, ASQ
Montreal Section 0401 Education
Chair, at (514) 694-2830 or at
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CSA LEARNING CENTRE TRAINING SCHEDULE SPRING/SUMMER 2004



The CSA Learning Centre offers scheduled training sessions year round and also offers you the option of having this training delivered on-site at your preferred location.

Obtain an “on-site quote” from the CSA Learning Centre at <http://learningcentre.csa.ca>

ISO 9001:2000 Quality Management

TRANSITION TRAINING - \$695	Montreal	May 3 – 4, 2004 (French)
FUNDAMENTALS - \$795	Montreal	May 31-June 1, 2004 (English) June 14 – 15, 2004 (French) July 26 – 27, 2004 (English)
INTERNAL AUDITOR - \$795	Montreal	June 2-3, 2004 (English) June 16 – 17, 2004 (French) July 28 – 29, 2004 (English)
LEAD AUDITOR - \$1,695 (RAB and IATCA Accredited)	Montreal	May 31-June 4, 2004 (English) July 19 – 23, 2004 (French) Aug 16 – 20, 2004 (English)
PROCESS AUDITING - \$425	Montreal	April 1, 2004 (French) April 22, 2004 (English) June 17, 2004 (English)
CUSTOMER SATISFACTION - \$425	Montreal	May 5, 2004 (English) July 16, 2004 (English)

ISO 14001 Environmental Management

ESSENTIALS - \$895	Montreal	April 26-27, 2004 (English) July 5-6, 2004 (English)
INTERNAL AUDITOR - \$895	Montreal	April 28-29, 2004 (English) July 7-8, 2004 (English)
LEAD AUDITOR - \$1,995 (RAB Accredited)	Montreal	April 12 – 16, 2004 (French) Aug 30 – Sept 3, 2004 (English)

OHSAS 18001 - Occupational Health and Safety

ESSENTIALS - \$895	Montreal	May 25 – 26, 2004 (French) Aug 9 – 10, 2004 (English)
INTERNAL AUDITOR - \$895	Montreal	May 27 – 28, 2004 (French) Aug 11 – 12, 2004 (English)
LEAD AUDITOR - \$1,995	Montreal	May 10 – 14, 2004 (French)
HACCP Food Safety - \$795	Montreal	April 14 - 15, 2004 (French)

CSA LEARNING CENTRE

Look to the CSA Learning Centre to provide comprehensive training materials and seminars to help you learn more about standards, their requirements and how they are applied. Our seminars, training products and technical services are the product of the expertise and technical knowledge supplied by our valued committee members, QMI auditors, CSA engineers and technical staff.

For a full listing of CSA Learning Centre seminars or to register online, visit us at <http://learningcentre.csa.ca>, call 1-800-463-6727 or email seminars@csa.ca

ASQ Certification & Recertification

By Norman Dickinson, Certification & Recertification Chairs



ASQ Certifications	EXAM DATES	APPLICATION DEADLINE
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.

Divisions and Interest Groups

Divisions and Interest Groups serve the needs of members involved in specific industries and applications, reflecting the scope and depth of ASQ's leadership in the quality movement. As an ASQ member, you can customize your membership by joining Divisions and Interest groups and benefit from opportunities to:

- Focus your professional development resources through industry-specific courses, conferences and certifications.
- Expand your network of quality professionals in your field.
- Gain valuable information, via newsletters delivered to your mailbox or desktop.

There are 22 ASQ Divisions, any of which you can add to your membership for a nominal fee or join any Interest Group at no additional charge. Learn about ASQ Divisions and Interest Groups by calling 800-248-1946 or at www.asq.org.



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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 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. »

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

Ask for colour printing rates.

Contact **Raymond E. Dyer**, Newsletter Editor & Publicity Chair at (514) 483-5001 or e-mail at 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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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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