



Montreal
Section 0401

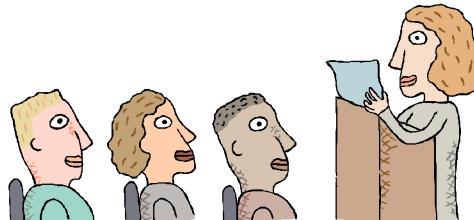
NEWSLETTER

April 2004, Volume 54, Issue 3

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

A

nnual General Assembly



DATE: **Wednesday, April 14, 2004**

TIME: **6:00 PM**

PLACE: **Hilton Hotel — Dorval Airport**

COST: **Free admission for members only.**

And, we pay the Parking ! !

- AGENDA:**
- Call to order
 - Introduction of the Executive
 - Section Chair's Report
 - Section Treasurer's Report
 - Election of new officers
 - Closing

More details on the slate of officers for the 2004-2005 Executive Committee 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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The Editor's Corner

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

ETHICS

One of the topics I teach as part of my university course on the basics of Total Quality deals with responsibility and ethics.

Some of the areas I discuss (initially prepared by **B. Brault of DeVeaux Brault & Associés Inc.**) touch on Generally Accepted Principles of Sound Management.

In this topic, I review the six fundamental principles of Sound Management (Transparency, Continuity, Efficiency, Balance, Equity, and Selflessness) as they apply to the 5 classical Management Functions (Planning, Organizing, Directing, Controlling, and Coordinating).

The reason I raise this is that this topic will be-

come increasingly important and popular for Quality professionals. Recent developments, e.g. Enron, WorldCom, etc., have shown an increasing need to monitor and control the ethics of organizations, be they governmental, publicly traded, or private. While some of the typical areas we look towards for providing such control are very well defined, e.g. accounting and legal, we have seen a general breakdown in these areas and a need for additional control mechanisms. I believe the Quality function could very well serve this purpose.

Raymond E. Dyer

For more information, visit:

http://circum.com/cgi/cadres.cgi?esainegestion_e.shtml



A word from your Section Chair

By Isabelle Lemieux, Section Chair

Time to vote !

The annual assembly is close...

As members, you have the right to vote for the people that will represent you as officers in the next executive committee.

The primary objective of the executive committee is to raise member satisfaction by developing an activity program based on needs, concerns and opinions communicated to us by all our members. They also develop and publish a newsletter and a website opening communication channels to members about section related issues and the quality commu-

nity in general. They also work hard in providing you the necessary training so you can have the knowledge necessary for the next big career move or the next certification you want to undertake. The Section also has an executive committee with a panel of reputable professionals communicating their experience and knowledge to our members.

It is important you attend and exercise your right to vote, so start thinking about **your** new executive for 2004/2005.

Your Chair,

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.

12 May 2004

Six Sigma / Lean Manufacturing – More details to come!

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 



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The Essentials of Change Leadership

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

What an excellent presentation we had last 10 March 2004. Presenters Beverley Patwell (Patwell Consulting Inc.), Kim Ennis (City of Ottawa), and Jean Louis Moreau (Groupe conseil Opt-IQ) gave ASQ section event attendees one of this year's most appreciated section event presentations. The topic was extremely pertinent to Quality professionals and represented an insightful view of one team's experience in implementing change by the leadership of an organization, in this case the City of Ottawa's People Services.

Some of the key points (there were many) I retained from the presentation were: (1) to manage resistance by creating buy-in, (2) to develop change leadership competencies, (3) to plan for and address the different types of resistance well in advance, (4) to use a well planned and organized approach to managing projects, and, most important of all, (5) to build an "exceptional" team when introducing change.

While each point has much more detail than I have space for right now, I'd like to focus on the last one. Implementing change is no longer an ad hoc process assigned to whomever is most available or appears competent in other areas. Given the magnitude of impact change management has on organizational performance, it has become a management science that merits the most properly qualified experts. It requires talented and skilled resources to effectively lead change initiatives involving large groups of people and also requires that those individuals have the expertise or organizational knowledge to be respected as change is being introduced. The implementation team must be kept small to be effective and yet cover areas involving change management expertise, technical expertise, and organizational knowledge. Many thanks to Beverley, Kim, and Jean Louis for pointing this out to us.

Raymond E. Dyer 

Special welcome to our new members

By Bernard Doiron, ASQ CQA, Membership Chair


We welcome new members *Melanie Dunnigan, Anita Pauline Pelletier, Driss Abdellahi, Jean-Pierre Metabanzoulou, Xingyan Wang, and Chris Albert* to our section !


Section Executive Committee meetings

Section Executive Committee meetings are held at the Dorval Hilton, starting at 6 PM. The next meetings are scheduled for: 28 April & 2 June 2004. 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
tozerdd@sympatico.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 .

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

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**2003/2004 SECTION
EXECUTIVE**

Section Chair:

Isabelle Lemieux
ITF Optical Technologies
(514) 748-4848 ext. 4294
ilemieux@itfoptical.com

Vice Chair:

Inteaz Alli, Ph.D., ASQ CQA &
ASQ CQA-HACCP
McGill University, (514) 398-7920,
alli@macdonald.mcgill.ca

Secretary:

Eric Stern, ASQ CQA
Expertech CMSC, (514) 483-6264
eric@cam.org

Treasurer & Education:

David Tozer, Ph.D.
(514) 694-2830
tozerdd@sympatico.ca

Program, Arrangements, & Membership:

Bernard Doiron, ASQ CQA
KAYL, (450) 653-4879

Newsletter, Publicity, & Nominating:

Raymond E. Dyer, ASQ CQMgr & CQA,
Nortel Networks, (514) 483-5001
redyer@sympatico.ca

Historian:

Jean-Pierre Amiel, ASQ CQA
STM, (514) 280-5412

**Internet Liaison, Recertification,
Certification, Examining, & Audit:**

Norman Dickinson, ASQ CQA & CQE
(514) 334-6102
n.dickinson@alumni.concordia.ca

Environmental:

Mitchell Daudier
Thellen Environment, (450) 463-0990
info@thellen.ca

Six Sigma & Change Management:

Marjaneh Pourmand
7S Knowledge Express Inc.
(514) 249-3049
mpourmand@KnowledgeExpress.ca

Directors:

Sam Weissfelner, ASQ CSQE & CQA

Regional Director:

Brenda Fisk, (647) 885-3151
or (416) 977-3151

Deputy Regional Director


Emilio Falquero, (514) 694-2766

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, Novaxa Consulting, and QMI***

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

Section postal address:

P.O. Box 39, Côte Saint-Luc Station, Côte Saint-Luc, Quebec, H4V 1H8

Electronic address of the Section:

n.dickinson@alumni.concordia.ca

Editorial team :

Raymond E. Dyer

Newsletter Editor :

Raymond E. Dyer, **Phone :** (514) 483-5001, **Email :** redyer@sympatico.ca

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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