



Montreal
Section 0401

NEWSLETTER

October 2004, Volume 54, Issue 6

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

I SO
14001.



DATE: Wednesday, October 13, 2004

TIME: 6:00 PM

PLACE: Hilton Hotel - Dorval Airport

SPEAKER: Ms. Sylvie Demers

COST: Members \$30 Non-members \$40

Reserve before 12 PM October 12, 2004
& save \$5 off the event fee !
And, we pay the Parking ! !

More details on page 3.

For reservations or information please contact:
Pascale Belanger, by fax at: (514) 822-7992,
phone at: (514) 822-7840, or e-mail at:
pascale.belanger@nordx.com

**LOOKING FOR A CAREER IN QUALITY ?? IF SO, VISIT
OUR CAREER OPPORTUNITIES WEB SITE AT
[HTTP://WWW.ASQMONTREAL.QC.CA](http://WWW.ASQMONTREAL.QC.CA)**

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ASQ Montreal Section 0401 is proud to have achieved:



**SECTION BASICS
2004-05**





The Editor's Corner

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

IS QUALITY IMPORTANT ?

A couple of weeks ago, many of us learned from the news that a nine year old boy died after being pulled out of a fire of his home. While it is still not clear if this child could have been saved even if the ambulance had arrived earlier, one thing is clear: something went terribly wrong whereby the changing of emergency call instructions led to the omission of the step to call the ambulance which in turn led to a significant delay in having an ambulance called to the scene.

Right away, news stories start showing that Ontario reportedly has a much more stable and fail-safe approach at updating such emergency call instruction checklists. Standard Quality methodologies like Poka Yoke or Mistake Proofing come to mind when such discussions take place. Questions such as the integrity of the document control system in place also get raised, especially by ISO 9001 Quality System experts.

The bottom line is that Quality is always important, especially when its proper application, or non-application, can mean the loss of life. Badly designed toys, insufficiently tested medications, unreliable telecommunication and transportation equipment, insufficiently trained and/or over-worked medical and emergency supporting personnel, etc., can all lead to life threatening circumstances. A properly developed and adhered to Quality System can not only help maintain product and service Quality, it can continually improve it. This not only means Quality can help improve the bottom line by reducing costs and increasing profits, it also means Quality can help the organization avoid legal costs, financial mishaps, and yes, in the odd case, the loss of life.

Just how important is Quality? Just ask the father of that nine year old boy or the daughter of the woman who may have died due to being given medication that was recalled within the days to follow. When properly implemented, Quality does make a difference.

Raymond E. Dyer *Q*



A word from your Section Chair

By Bernard Doiron, ASQ CQA, Section Chair

Let us know !

This is a recurrent topic from all of the Executive teams, past and present.

The new Leadership team has been looking closely at what we do, what we should be doing, and evaluating our successes and failures. In the end I hope that you, the members, will be better served.

In order to do so, we need inputs from YOU. This is an appeal to each and every one of YOU to

open communications – to get in touch with us. Let us know what events, activities, etc. that YOU want to see run. Suggest different activities that will be useful and entertaining to YOU and the rest of the local quality community.

The Executive, or Leadership Team as we are now called, are only in place to do our best in bringing YOU events and activities that are of interest to the section membership and that promote the values and knowledge base of the **quality community**.

**PLEASE LET US KNOW WHAT WE CAN
DO BETTER SO THAT WE CAN MEET
MORE OF YOU AT THE ACTIVITIES OF
YOUR SECTION.**

Bernard Doiron *Q*

Details of next event

By Stephen P. Jones, Eng., Program Chair & Mitchell Daudier, Environmental Chair.

ISO 14001

Ms. Sylvie M. Demers

Ms. Sylvie M. Demers has an educational background in civil and geological engineering. She is a professional engineer registered in Ontario and Québec provinces. She has a masters degree in project management and conducted her thesis on Environmental Quality Management Project and Program Implementation in 1995. She is a certified environmental auditor (CEA/EMS-LA) by the Canadian Environmental Auditing Association (CEAA) since 1999.

Sylvie Demers has a broad range of experience in the environmental field spread over fifteen years of private and public sector practice. In addition to her experience with the Wineries in Chile in October 1999, she also worked for a Gold Mine in Central Asia, a Hydroelectricity plant, and a pulp and paper plant where she assisted environmental and quality coordinators in the implementation of &/or maintaining of environmental and quality systems.

Come hear what she has to share!

Section Executive Committee meetings

Section Executive Committee or Leadership Team meetings are held at the Dorval Hilton, starting at 6 PM. The next meetings are scheduled for: 27 October & 24 November 2004, & 26 January, 23 February, 23 March, 27 April, & 11 May 2005. Please note that all dates planned are subject to change. Please call ahead to attend by contacting Section Chair Bernard Doiron at Tel: (450) 653-4879 or Section Secretary Eric Stern at Tel: (514) 483-6264.



QMI Training



NEW

ISO 9001:2000 Quality Management

Process Auditing: Examine the principles in-depth and learn how to plan and conduct process based audits.

Customer Satisfaction: This is geared to anyone directly or indirectly involved in meeting (and exceeding) ISO 9001:2000 requirements specifically relating to Customer Satisfaction.

HACCP Essentials: Learn about HACCP based food safety management systems, including information on current food laws, regulations and consumer demands.

Health Care

ISO 13485 Medical Devices — Transition:

Examines the key requirements and significant changes in the new ISO 13485: 2003.

Auditing Infection Control: Designed for anyone involved with managing or conducting audits based on CSA Z317-03 standard — Infection Control During Construction or Renovation of Health Care Facilities.

ALSO OFFERED:

Essentials/Fundamentals, Internal and Lead Auditor Training for:

- ISO 9001: 2000 Quality Management
- ISO 14001 Environmental Management
- OHSAS 18001 — Occupational Health & Safety Management
- ISO/TS 16949:2002 — Automotive

ON-SITE TRAINING

QMI, a division of CSA Group, offers training sessions year-round, as well as the option of having this training delivered on-site at your preferred location. The CSA Learning Centre manages the delivery of all QMI training courses. Request an "on-site quote" from the CSA Learning Centre at <http://learningcentre.csa.ca>.

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.

To learn about the New Edition of ISO 14001, plan to attend the Climate Change, CSR & the Revised 14001 Conference January 19-21, 2005 Toronto, Ontario

To be included on the Early-Bird notification list, email learn@csa.ca

Training & Registration details available:

<http://learningcentre.csa.ca>

1-800-463-6727

seminars@csa.ca

ASQ Montreal Section Education Program 2004-2005

By David Tozer, ASQ CQE, Education Chair

Having ASQ certification gives you an edge in the market 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%.

ASQ and McGill University are jointly sponsoring some of the courses this year.

Joint ASQ / McGill Courses

Certified Quality Engineer

Topics covered 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 Six Sigma Black Belt

Topics covered include: enterprise wide deployment, business process management, project management, define, measure, analyze, improve, control, lean enterprise, and design for six sigma.

Certified Quality Manager

Topics covered include: quality planning, customer focus, quality standards, project management, cost of quality, human resources and improvement.

ASQ Courses

Certified Quality Auditor

Topics covered include: management responsibility, audit objectives, audit preparation, audit conduct, audit reporting and basic statistics.

Certified Mechanical Inspector

Topics covered include: geometry, instrumentation, reading drawings, mechanical processes, statistical process control, inspection and sampling.

Certified Quality Technician

Topics covered include: algebra, geometry, process control, instrumentation, inspection, sampling, probability and statistics.

Certified Reliability Engineer

Topics covered include: reliability management, probability and statistics, modeling and predictions, data collection and analysis, reliability design tools, maintainability and availability, reliability testing, and product safety and liability.

<u>Course</u>	<u>Start</u>	<u>Duration</u>	<u>Member Fee</u>	<u>Nonmember Fee</u>
Certified Quality Engineer Refresher	Early March 2005	10 weeks	\$1100	\$1200
Certified Six Sigma Black Belt	Late November 2004	10 weeks	\$1100	\$1200
Certified Quality Manager Refresher	Mid December 2004	7 weeks	\$810	\$900
Certified Quality Auditor Refresher	Early March 2005	10 weeks	\$1100	\$1200
Certified Mechanical Inspector Refresher	Mid December 2004	7 weeks	\$810	\$900
Certified Quality Technician Refresher	Mid December 2004	7 weeks	\$810	\$900
Certified Reliability Engineer	Mid December 2004	7 weeks	\$810	\$900

Call to arrange for in house training. We recommend CQT training for people who have worked in processes. If people want other courses, please call or e-mail.

ASQ Course Registration Form

Course: CQE, CSSBB, CQMgr, CQA, CMI, CQT, CRE

Fee: _____

Name: _____

Company: _____

Address: _____

Home Address: _____

City: _____ Province/State: _____

Home City: _____ Province/State: _____

Country: _____ Postal Code/ZIP: _____

Country: _____ Postal Code/ZIP: _____

Send form and cheque to:

David Tozer

ASQ Education Chairman

159 chemin Stillview

Pointe-Claire Québec H9R 2Y1

Questions?

(514) 694-2830

tozerdd@sympatico.ca

ASQ Certification & Recertification

By Norman Dickinson, ASQ CQA & CQE, Certification & Recertification Chairs

<i>ASQ Certifications</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
CQT, CRE, CMI, CHA, CQA-Biomedical, Certified Quality Manager, Six Sigma Black Belt	October 16, 2004	August 20, 2004
CQE, CQA, CSQE, CQIA, CCT	December 4, 2004	October 1, 2004
CQT, CRE, CMI, CHA, CQA-Biomedical, Certified Quality Manager, Six Sigma Black Belt	March 5, 2005	January 7, 2005
CQE, CQA, CSQE, CQIA, CCT	June 4, 2005	April 1, 2005

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.

Upcoming Program of Events

By Stephen P. Jones, Eng., Program Chair

Here are this season's planned events.

Date, time, and location will be confirmed as we progress into the year. Events are planned for Wednesday evenings and held at the Dorval Airport Hilton Hotel. Watch the Newsletter for further details.

10 Nov 2004	The Night of the Registrar – Planned speakers are from QMI & SGS. More details to come!
9 Feb 2005	AS 9100 – Planned speaker is Mr. Roger Ritterbeck of QMI. More details to come!
9 March 2005	Cost of Quality – More details to come!
13 April 2005	Annual General Assembly – Your Section's annual report, election of the 2005-2006 Executive Committee officers, and a chance to voice your opinion.
25 May 2005	Acceptance Sampling Plans – Planned speaker is Mr. François Pageau of SNC Technologies. More details to come!

Note: Minutes of Section Executive Committee meetings are available on request to section members. Contact our Secretary, Eric Stern, at eric@cam.org. Section Operating Budget information is also available on request to section members. Contact our Treasurer, David Tozer, at tozerdd@sympatico.ca.

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