



**Montreal**  
Section 0401

# NEWSLETTER

November 2004, Volume 54, Issue 7

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

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## Night of the registrar !

**DATE:** Wednesday, Nov. 10, 2004

**TIME:** 6:00 PM

**PLACE:** Hilton Hotel, Dorval Airport

**SPEAKERS:** Mr. George Azedo - QMI

Mr. Fabrice Lantheaume & Louis Stock- SGS

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

Reserve before 12 PM November 9, 2004

**& save \$5 off the event fee !**

*And, we pay the Parking !!*

### TOPICS:

- applicability & usage of ISO 9001-2000
- upcoming Quality related standards & revisions
- forestry certification
- OHSAS 18001 overview

**More details on our speakers on page 3.**

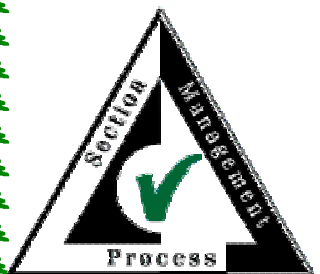
**For reservations or information please contact:**

**Pascale Belanger, by fax at: (514) 822-7992,**

**phone at: (514) 822-7840, or e-mail at:**

**pascale.belanger@nordx.com**

ASQ Montreal Section 0401 is proud to have achieved:



**SECTION PLANNING 2004-05**



LOOKING FOR A CAREER IN QUALITY ?? IF SO, VISIT  
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[HTTP://WWW.ASQMONTREAL.QC.CA](http://www.asqmontreal.qc.ca)



# The Editor's Corner

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

## A GREAT QUALITY PIONEER FROM

### QUEBEC PASSES AWAY !

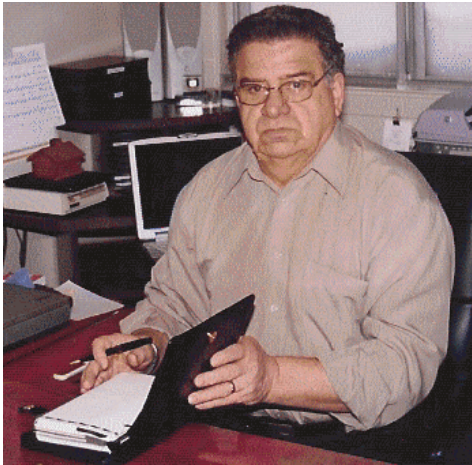
On 25 October 2004, Roger Néron passed away. Mr. Néron was known as one of the great Quality activists, facilitators, networkers, and leaders of Quebec. While some newer to the field may not recognize him as an individual, they will no doubt recognize some of the organizations, products, and events he has been in-

volved in.

In 1985, Roger Néron created "le Cercle des chefs maîtres du Québec". In 1986, he created "le Groupe de concertation sur la qualité (GCQ)". Mr. Néron also recommended several initiatives to the government of Quebec which, over time, led to the creation of milestones such as "la Charte québécois de la qualité totale" and "les Grands Prix québécois de la qualité".

It is with the efforts of individuals such as Roger Néron that our Quality field evolves.

Raymond E. Dyer Q



# A word from your Section Chair

By Bernard Doiron, ASQ CQA, Section Chair

## Quality as a Profession

Recently, I was reading an article in the Quality Progress magazine, "What Do CEOs Think About Quality?", and I was not too surprised to see the following paragraph:

*"A question that has frequently intrigued many quality practitioners is whether their bosses see quality as a profession in the way law, medicine,*

*engineering and accounting are viewed. Perhaps they see practicing quality more as the ability to understand and use a variety of tools and techniques to arrive at a result. So we included that question in the survey. Interestingly, only 46.7% of the respondents agreed quality is a profession. That is quite telling, since we use the term "quality professional" with great regularity. This survey might encourage us to look more closely at how we are defining what we do and what we might do to appear more professional."*

This last phrase is the main reason why all the members of your Executive are working hard to bring you services that will help you achieve that goal.

Bernard Doiron Q

# Welcome to our new members

By Pascale Belanger, ASQ SSBB, Membership Chair



**We welcome new members: Salman Ahmed, Saud Ahmed, Francois Choquette, Ashraf El Hosini, Julie Frappier, Carlos Andres Gomez, and Peyman Meshkinfam to our section !**

## *Details of next event*

*By Stephen P. Jones, Eng., Program Chair & Bernard Doiron, ASQ CQA.*

### **Mr. George Azedo - QMI**

George Azedo is the Manager, Sales and Operations for North East Canada, for QMI. He has internal responsibilities at QMI including membership on the ISO 9000, QS9000, and TS16949 registration committees, and to ensure consistent and adequate auditing techniques, such as process approach auditing, are implemented. His formal education is in Process Control and Instrumentation, and Computer Technology. He has worked in the quality field for about 18 years and has experience in product certification and implementing CSA Z299 and ISO 9000 systems. His past 10 years have been in the systems registration business and he has performed audits in a wide range of industries including automotive, general manufacturing, services, high-tech, pulp and paper, and packaging products.

### **Mr. Fabrice Lantheaume - SGS International Certification Services**

Fabrice Lantheaume is a Forestry Product Manager, Registered EMS Lead Auditor, and OHSAS Auditor. He has a Master degree in forestry obtained from the Faculty of Forestry of Laval University in Québec. He has 9 years experience in forestry and related environ-

mental projects in Canada, eastern and western Europe, Africa, and South America. He has been involved in various projects with the Canadian Forest Service, the Canadian International Development Agency (CIDA), and the French International Agriculture and Forestry Centre for Development (CIRAD).

Mr. Lantheaume has 5 years of experience in forest management standards and EMS auditing in various industrial sectors. He worked as an environmental management system (EMS) audit specialist and project manager for SGS Forestry in Oxford, UK. He was also responsible for the forestry commission of the UQCN (Québec Union for Nature Conservation), a major environmental NGO in Québec. He was recently consultant for the UN Framework convention on climate change (UNFCCC) working on the Land use change and forestry issues. Fabrice is now managing the Forestry Certification Programme for SGS North America.

Mr. Lantheaume will be assisted in his presentation by Mr. Louis Stock of SGS International Certification Services. Mr. Stock has been involved with business development in eastern Canada for SGS since the summer of 2002.

## *Executive meetings*

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



## **CJB QualiTech**

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Our services and solutions are also available in English

# 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>
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](mailto: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.

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!

*Nominees for Officer positions can be made by petition of at least 10 members. Please send your nominations to our Nominating Chair Inteaz Alli at [alli@macdonald.mcgill.ca](mailto:alli@macdonald.mcgill.ca). Minutes of Section Executive Committee meetings are available on request for section members. Contact our Secretary, Eric Stern, at [eric@cam.org](mailto:eric@cam.org). Section Operating Budget information is also available on request for section members. Contact our Treasurer, David Tozer, at [tozerdd@sympatico.ca](mailto:tozerdd@sympatico.ca).*

**2004/2005 SECTION EXECUTIVE**

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**Program:**

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Gordon Ayotte, ASQ CQE & SSBP

**Arrangements & Membership:**

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**Director:**

Sam Weissfelner, AIEA, ASQ CSQE & CQA

**Regional Director:**

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

**Deputy Regional Director**

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. »*

<p><b>R</b>ates apply for placing a black &amp; white ad in one Newsletter issue only. Discounted rates are available for the same ad in multiple issues.</p> <p>Contact Raymond E. Dyer, Newsletter Editor, at (514) 483-5001 or e-mail at <a href="mailto:redyer@sympatico.ca">redyer@sympatico.ca</a>.</p>	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	

**Montreal Section thanks our Sustaining Members: *Bombardier Aerospace, Hydro-Québec, L-3 Communications MAS (Canada) Inc, Novaxa Consulting, and QMI !***

**Come and visit us at <http://www.asqmontreal.qc.ca>**

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 \* Please send feedback to [redyer@sympatico.ca](mailto:redyer@sympatico.ca). \*  
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The ASQ Montreal Section 0401 *Newsletter* is prepared by its members and published for its members.  
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