



Montreal
Section 0401

NEWSLETTER

November 2005, Volume 55, Issue 7

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

Learning to see - An introduction to Lean Enter- prise concepts and tools



- DATE:** Wednesday, November 16, 2005
TIME: 6:00 PM
PLACE: Hilton Hotel, Dorval (PET) Airport
SPEAKER: Steve Jones, Eng., LSSBB
COST: Members \$40 Non-members \$50

Includes supper and we pay the Parking !!

In this presentation, Steve Jones will give a high-level introduction to core Lean Enterprise concepts and will then walk us through one proven method for applying Lean concepts to the benefit any enterprise using Value Stream mapping. Humor and non-technical examples will be used.

More details on page 3.

Bring your business cards and network!

**For reservations or information please contact:
 Chantale Simard, by phone at: (514) 380-7415,
 or e-mail at: chantale.simard@videotron.com**

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

- Lao-Tzu

Knowledge
Get
EEG
Noticed
Get Certified

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)



The Editor's Corner

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

TIME TO PASS

I'm going to let our Section Chair have more say in this is-

sue. The summit Bernard attended was well worth the investment and merits being shared.

Send comments to redyer@sympatico.ca .

Raymond E. Dyer *Q*



A word from your Section Chair

By Bernard Doiron, ASQ CQA, Section Chair

Member Value Leadership Summit

As mentioned in the last newsletter, Section Chairs were invited to Milwaukee to attend the 'Member Value Leadership Summit'. More than 175 responded to the invitation. They were from Mexico, United States, and Canada. Out of fifteen sections in Canada, twelve attended this historical event.

The following elements give a very accurate assessment of the discussions that were tabled during the two days of the meeting.

Quick Hits: A Few General Observations (*Taken from an article 'Blueprint for Community' by John Ryan*)

From the rotating cafes and group dialogues, some transformations became apparent:

· Over the course of the two-plus days, a somewhat disjointed group began to meld into a more cohesive community. A community committed to some specific actions aimed at enhancing member value and pointed in the same general direction toward a shared vision of the future.

· The café and dialogue format for the summit resulted in a high level of energy and engagement on the part of the participants; everyone had a role and every participant made significant contributions.

· There were some eye-openers and new understandings among the various members of the ASQ family about how each relates—and fails to relate—to the others. Most obvious were the examples of lapses in communication and failure of integration among Sections, Divisions, headquarters staff, and the Board. The general reaction was, "This doesn't

have to be. We can change it, and we can change it now."

· There were revelations about what ASQ is as an organization and what it wants to be.

· There developed a shared realization that what we are is what we collectively know. And following from that, a further realization that developing and disseminating the collective Body of Knowledge constitutes a very important key to the Society's future. Not surprisingly, therefore, many of the specific proposals for enhancing member value fell under the umbrella of education and training.

· There was explicit affirmation that the ASQ vision is solid. It does indeed represent an appropriate statement for how ASQ views its place in the world.

· Participants made a commitment to get to know each other better and work together more effectively.

· Remaking the organization became a higher priority for participants than designing new programs or initiatives to carry the existing organization forward. A year from now, even if the ASQ organization doesn't look a lot different, it will FEEL vastly different. (It's not the specific activities that matter as much as the way we act.)

· The summit succeeded in raising the overall level of hopefulness about ASQ's future among member leaders. At the close of the summit, Jerry Mairani thanked and congratulated the participants for what was accomplished. "Things are going to roll out of here that we can't stop," he promised. "We took some risks, we've pushed the rock over the top of the hill, and it's gaining momentum."

All in all, it was a very productive meeting and the majority of the participants left with a feeling of accomplishment and HOPE.

Bernard Doiron *Q*

Details of next event

By Steve Jones, Eng., LSSBB, Six Sigma & Change Management Chair

Learning to see

Popularized as “Lean Manufacturing” by James P. Womack and Daniel T. Jones, in their seminal work, “The Machine that Changed the World”, there is a lot of buzz and interest around the Toyota Production System and its successful adaptation to breakthrough performance improvements for service and transaction-based businesses.

As indicated in the title of this presentation (also the title of another excellent book by Womack and Jones), one of the key “secrets” to improving the quality of your business using Lean Enterprise thinking is learning to recognize the waste in your current operations. Lean defines seven basic forms of waste: Excessive motion, waiting, over production, over processing, producing defects, transportation, and excessive inventory. Learning to recognize these forms of waste in your operations, and successfully reducing or eliminating them, is the essence of Lean Enterprise quality engineering.

In this presentation, Steve Jones (no relation to Daniel) will give a high-level introduction to the core Lean Enterprise concepts. Then Steve will walk us through one proven method for applying Lean concepts to the benefit of any enterprise, using Value Stream mapping.

Steve Jones

Steve Jones, Eng., LSSBB, was trained as a Lean Six-Sigma Black Belt by Lockheed Martin. Steve has applied the same techniques he presents in this lecture to help improve processes as varied as the Repair and Overhaul of military equipment, Telephone Trouble Ticket logging, and Payroll cheque distribution.

In “Learning to See”, Steve uses humor and non-technical examples to make these elegant concepts easy to understand for all. If you are looking for practical and effective methods for exposing the best targets for your business improvement dollars, then you will find this presentation valuable.

Some sources on Lean/Six-Sigma

The Lean Institute – run by Jim Womack and Dan Jones - is online at <http://www.leaninstitute.org/>.

Excellent books by Womack and Jones include: “Learning to See”, “The Machine that Changed the World”, “Lean Thinking”, and “Lean Solutions”.

iSixSigma is another excellent online community portal. Enter at http://www.isixsigma.com/me/lean_manufacturing/ to learn how Lean’s emphasis on value generation and the elimination of waste complements and enhances Six Sigma programs.



Management Systems Training



Upcoming Courses in Montreal

Quality:

ISO 9001:2000 Fundamentals
November 7-8, 2005 (Fr.)

ISO 9001:2000 for the Internal Auditor
November 9-10, 2005 (Fr.)

ISO 9001:2000 QMS Lead Auditor
December 5-9, 2005 (Fr.)
November 28 - December 2, 2005 (Eng.)

Environmental:

ISO 14001:2004 EMS Essentials
January 16-17, 2006 (Fr.)

ISO 14001:2004 EMS Internal Auditor
April 20-21, 2006 (Fr.)

ISO 14001:2004 EMS Lead Auditor
November 28 - December 2, 2005 (Fr.)
May 15 -19, 2006 (Fr.)

Occupational Health and Safety:

OHSAS 18001 Essentials
May 30 -31, 2006 (Fr.)

OHSAS 18001 Internal Auditor
June 1-2, 2006 (Fr.)

OHSAS 18001 Lead Auditor
December 12-16, 2005 (Fr.)

THE CHOICE IS YOURS...SCHEDULED OR ON-SITE COURSES

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>.

For further details: <http://learningcentre.csa.ca> 1-800-463-6727 seminars@csa.ca

Section Management Process (SMP) Recognition

By Bernard Doiron, ASQ CQA, Section Chair

ASQ Montreal Section 0401 was recently recognized as being :

- One of 104 sections to have achieved the Total Quality Award Level of the SMP for 2004-2005
- One of 135 sections to have met Level 1 Section Basics Requirements of the SMP for 2005-2006
- One of 83 sections to have met Level 2 Business Planning of the SMP for 2005-2006

Congratulations and thanks to the leadership teams of 2004-2005 and 2005-2006 for their hard work and efforts in achieving these levels of recognition for our Section Management Process.

Bernard Doiron 



You can buy a man's time; you can buy his physical presence at a given place; you can even buy a measured number of his skilled muscular motions per hour. But you can not buy enthusiasm ... you can not buy loyalty ... you can not buy the devotion of hearts, minds, or souls. You must earn these.

- Clarence Francis

Welcome to our new members

We welcome new members: Donald George, Turgut Barbaros Guvenir, Beniamino Melchionno, Thrasivoulos Tsagaroulis, & Johanna Vallhagen to our section !

Section Executive Committee (or Leadership Team) meetings

Meetings are held at different locations, starting at 6 PM. The next meetings are scheduled for 1 Feb, 1 March, 5 April, 3 May, & 7 June 2006. Please note that all dates planned are subject to change. Please call ahead to attend by contacting Section Chair Bernard Doiron at Tel: 1-450-776-2240 or Section Secretary Pascale Belanger at Tel: (514) 822-7840.

Note: Available on request for section members only are minutes of section executive meetings (contact Secretary Pascale Belanger at pascale.belanger@beldencdt.com) and section operating budget information (contact Treasurer Gordon Ayotte at gordon.ayotte@gmail.com).

ASQ Montreal Section Education Program 2005-2006

By David Tozer, Ph.D., ASQ CQE & SSBB, Education Chair

Having ASQ certification gives you an edge in the market and can increase your income.

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

Joint ASQ / McGill Courses

<u>Course</u>	<u>Start</u>	<u>Duration</u>	<u>Member Fee</u>	<u>Nonmember Fee</u>
Certified Manager of Quality/ Organizational Excellence Refresher	18:00 3 January 2006	5 weeks, 2 / week	\$1100	\$1200
Certified Quality Engineer Refresher	18:00 7 March 2006	10 weeks, 1/ week	\$1100	\$1200

Registration: Myrosia Cap, (514) 398-7201, mmm.mecheng@mcgill.ca.

Questions: David Tozer: (514) 694-2830, tozerdd@sympatico.ca

ASQ Courses

<u>Course</u>	<u>Start</u>	<u>Duration</u>	<u>Member Fee</u>	<u>Nonmember Fee</u>
Certified Mechanical Inspector Refresher	18:00 5 January 2006	7 weeks, 1/ week	\$810	\$900
Certified Quality Auditor Refresher	18:00 21 March 2006	7 weeks, 1/ week	\$810	\$900

ASQ Course Registration Form

Course: CMI - CQA

Fee: _____

Name: _____

E-mail: _____

Company: _____

Phone: _____

Address: _____

Home Address: _____

City: _____ Province/State: _____

Home City: _____ Home Province/State: _____

Country: _____ Postal Code/ZIP: _____

Home Country: _____ Home Postal Code/ZIP: _____

Send form and cheque, payable to ASQ Montreal Section 0401, to:

David Tozer

ASQ Montreal Section 0401 Education Chair

159 chemin Stillview

Pointe-Claire, Québec, H9R 2Y1

Questions?

(514) 694-2830

tozerdd@sympatico.ca

Upcoming Program of Events

By Eric Stern, ASQ CQA, Program Chair

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

15 Feb 2006	Supply Chain Quality Management – Speaker TBD
15 March 2006	Aerospace Quality – AS 9100 – Planned speaker is Mr. Roger Ritterbeck of QMI.
19 April 2006	Annual General Assembly – Your Section’s annual report, election of the 2006-2007 Executive Committee officers, and a chance to voice your opinion.
12 May 2006	Joint Quality Conference on “Ethics & Performance” with ASQ Section 0404 – More details to come!

A positive attitude may not solve all your problems, but it will annoy enough people to make it worth the effort.

- Herm Albright (1876 - 1944)

2005/2006 SECTION EXECUTIVE

Section Chair:

Bernard Doiron, ASQ CQA
KAYI, 1-450-776-2240, kavi@videotron.ca

Vice Chair & Environmental:

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

Secretary:

Pascale Belanger, ASQ SSB, B,
NORDX/CDT, (514) 822-7840
pascale.belanger@beldencdt.com

Treasurer:

Gordon Ayotte, ASQ CQE, CQMgr, & SSB
(514) 528-5142, gordon.ayotte@gmail.com

Audit & Education:

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

Program & Arrangements:

Eric Stern, ASQ CQA, Expertech CMSC
(514) 483-6264, ericst@iseffective.com

Membership:

Chantale Simard, ASQ CQMgr
Videotron, (514) 380-7415
chantale.simard@videotron.ca

Nominating:

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

Newsletter:

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

Internet Liaison, Recertification, Certification, & Examining:

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

Publicity:

Peter Amsden, Eng., ASQ CQE,
Pratt & Whitney Canada, (514) 242-5955
peter.amsden@pwc.ca

Historian & Awards:

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

Six Sigma & Change Management:

Stephen P. Jones, Eng., (514) 457-5296
leansensei@sympatico.ca

Director:

Sam Weissfelner, AIEA, ASQ CSQE & CQA

Regional Director:

Brenda Fisk, (613) 926-1656

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 (ASQC). In 1997, the Society changed its name to the American Society for Quality (ASQ) to better reflect its mission.

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.* »

ASQ Certification & Recertification

<i>ASQ Certifications</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
CCT, CQA, CQE, CQIA, CQPA, CSQE	December 3, 2005	October 21, 2005
CBA, CHA, CMQ/OE, CMI, CQT, CRE, SSB	March 4, 2006	January 13, 2006
CCT, CQA, CQE, CQIA, CQPA, CSQE	June 3, 2005	April 7, 2005

Please note: Exam dates may be revised by ASQ at any time. For the latest dates, please contact ASQ at 1-800-248-1946.

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

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

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

Contact Raymond E. Dyer, Newsletter Editor, 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

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

The ASQ Montreal Section 0401 *Newsletter* is prepared by its members and published 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

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