



Montreal
Section 0401

NEWSLETTER

September 2005, Volume 55, Issue 5

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

Basic Quality Tools; A practical example



DATE: Wednesday, September 21, 2005
TIME: 6:00 PM
PLACE: Hilton Hotel, Dorval Airport
SPEAKER: Dr. David Tozer, Ph.D., ASQ CQE
COST: Members \$40 Non-members \$50

Includes supper and we pay the Parking !!
More details on page 3.

Also, a guest appearance is expected by Brenda Fisk, our ASQ Canadian Regional Director !!

**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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Looking for membership feedback to add to the newsletter.
Please send to:
redyer@sympatico.ca

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The Editor's Corner

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

WHAT IS QUALITY ?

How often have we had individuals define Quality for us? Meeting requirements, meeting needs, fit for use, delighting, ... Even the gurus have their own versions; all somewhat similar, however, each with its own particular angle or focus. Who am I to add to this?

Who I am is but one of many who have now come to realize Quality doesn't easily define it-

self into one single, simple, & all-encompassing statement. Quality involves a multitude of elements including characteristics of the product/service, parameters surrounding this product/service (e.g. timing, support, costs, etc.), and practices in place to ensure all this will benefit all stakeholders involved (e.g. customers, employees, partners, shareholders, community, etc.).

What is Quality to you? **Send me your comments at redyer@sympatico.ca** .

Raymond E. Dyer



A word from your Section Chair

By Bernard Doiron, ASQ CQA, Section Chair

Welcome to the 2005/2006 season of activities !

Last year I wrote "*Hope you enjoyed your summer (what summer?). OK, it was a bad one but look on the bright side, next one has to be better.*" As promised, this last one was one of the best in years! But everything must come to an end.

Your executive team is already at work and, once again, we hope to meet your needs and give you a year of activities you will enjoy.

In the past year we added five new members around the Leadership Team,. This year, we will

consolidate and build with the new ideas that these individuals will bring.

Unfortunately, we have had to increase the fees for future events and the price is now set at \$40 for members and \$50 for non-members. Not to excuse ourselves, but as you know, the previous price of \$25 had been there for over 7 years. It was not an easy decision. We hope you will understand as we have been running small deficits for a number of years and have had to adjust.

Sorry again for the bad news but I am absolutely certain that the quality of the new program that Eric and the team have put up will compensate.

Have a great and satisfying season.

Bernard Doiron

Welcome to our new members

We welcome new members: Michelle Champagne, Asrafil M Goolamhossen, Sacha Guerin, Daniel Houde, Manuel Peralta Delgado, Syed A. Nabi, Nathalie Blain, Marc L. Farrell, Piyush C. Pittalwala, Michael N. Sevigny, Mariama Zhouri, Mohamed W Khalifa, Eric Levesque, Muhammad Aman Mirza, Imran Syed Shah Rehman, Aman-deep Singh Sandhu, Peter Sass, & Caroline Ms. Taillon to our section !

Details of next event

By David Tozer, Ph.D., ASQ CQE

Basic Quality Tools; A practical example

People attending the meeting will participate in a practical session on using basic quality tools. People will generate data, do a few calculations, and make charts. To participate in the session, everyone in attendance will need a watch with second hands and a calculator.

Dr. David Tozer

David Tozer earned a Ph.D. in physics at the University of Waterloo. He then worked in the quality field for many years in the pharmaceutical, defence, aerospace, medical, manufacturing, and software industries. In industry, Dr. Tozer successfully lead teams of people to improve their organizations using the Six Sigma methodology. He is an ASQ CQE and teaches quality courses for the ASQ and a joint ASQ McGill university program. Dr. Tozer has trained over four hundred people in various topics in the quality field.

Guest appearance by our Canadian Regional Director

Brenda Fisk will be joining the section to present its Leadership Team with a recognition for its Section Management Planning (SMP) for 2003/2004.

Here is your chance to meet Brenda and give her your feedback as to what you would like to see happen within the ASQ!

Brenda Fisk

Brenda Mary Fisk has been ASQ Canadian Regional Director since 2002 and Vice Chair to the Section Affairs Council (SAC) since 2004. She has held numerous other positions within ASQ including: Deputy Regional Director, Section Chair, Chair Elect, Secretary, Treasurer, etc.

Brenda has 33 years of professional experience in software QA / QC and project management experience. She provides consulting, facilitating, and software QA training to financial sector clients.

Brenda's experience includes software QA consulting in the banking, insurance, and trusts industries. She has worked primarily with business units; liaising with business analysts and systems developers to assist in preparing systems development life cycle deliverables for large and small projects. Brenda has designed and facilitated over 70 different training programs for staff at all levels. She specializes in productivity improvements within the systems development community. Prior to consulting, Brenda held positions as: Project Management Officer, Database Administrator, Manager, Senior Business Analyst, and Systems Testing Specialist.



Business Management Systems Training



QMI offers BMS training in:

Essentials, Internal and Lead Auditor Training:

ISO 9001:2000 Quality Management
ISO 13485:2003 Medical Devices Quality Management
ISO 14001:2004 Environmental Management
OHSAS 18001 Occupational Health & Safety Management

Quality:

ISO 9001:2000 Process Auditing
ISO 9001:2000 Customer Satisfaction
New ISO 9001:2000 The Role of Management

Food Safety:

HACCP Essentials
New ISO 22000 Food Safety Essentials
New ISO 22000 Food Safety Internal Auditor

Occupational Health and Safety:

New OHSAS 18001 The Role of Management

Health/Medical:

Auditing Infection Control During Construction or Renovation of Health Care Facilities
ISO 13485:2003 Transition Training

Environmental:

New ISO 14001:2004 EMS Key Changes
New ISO 14001:2004 The Role of Management

Integrated Management Systems:

New Establishing and Implementing an IMS
New Auditing an IMS

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 industry leading courses are delivered by experienced professionals and will give you the practical guidance your business needs to succeed.

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

Upcoming Program of Events

By Eric Stern, ASQ CQA, Program Chair

Here are this season's planned events.

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.

21 Sept 2005	Basic Quality Tools; A practical example – Planned speaker is Dr. David Tozer, ASQ Montreal Section 0401 Education Chair.
19 Oct 2005	TBD
16 Nov 2005	TBD
15 Feb 2006	TBD
15 March 2006	Aerospace Quality – AS 9100 – Planned speaker is Mr. Roger Ritterbeck of QMI. More details to come!
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.
TBD May 2006	Joint Quality Conference on "Ethics & Performance" with ASQ Section 0404 – More details to come!

The topics being looked into for the events yet to be determined (TBD) include: Human Aspect of Quality, Supply Chain Quality Management, and Promoting Quality to Management. Some back-up topics include Cost of Quality, Sarbanes Oxley Act (SOX), and Lean Management / Six Sigma.

Special Note: ASQ Fellow, Dr. Inteaz Alli, recently authored a book entitled "Food Quality Assurance - Principles and Practices" (CRC Press, ISBN 1-56676-930-2). It is an excellent study guide on HACCP and ISO 9001. It is easy for a food scientist &/or engineer to understand and for a Quality System practitioner to appreciate.

Comments by Raymond E. Dyer, Newsletter Editor

Section Executive Committee (or Leadership Team) meetings

Meetings are held at the Dorval Hilton, starting at 6 PM. The next meetings are scheduled for 5 Oct, 2 Nov, & 7 Dec 2005, 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.

Minutes of meetings are available on request for section members. Contact Secretary Pascale Belanger at pascale.belanger@beldencdt.com. Section Operating Budget information is also available on request for section members. Contact Treasurer Gordon Ayotte at gordon.ayotte@gmail.com.

ASQ Montreal Section Education Program 2005-2006

By David Tozer, Ph.D., 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 courses this year.

Joint ASQ / McGill Courses

Certified Six Sigma Black Belt Topics include: enterprise wide deployment, business process management, project management, define, measure, analyze, improve, control, lean enterprise, and design for six sigma.

Certified Manager of Quality/Organizational Excellence Topics include: quality planning, customer focus, quality standards, project management, cost of quality, human resources and improvement.

Certified Quality Engineer Topics 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.

<u>Course</u>	<u>Start</u>	<u>Duration</u>	<u>Member Fee</u>	<u>Nonmember Fee</u>
Certified Six Sigma Black Belt Refresher	18:00 4 October 2005	5 weeks, 2 / week	\$1100	\$1200
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

Certified Reliability Engineer Topics 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.

Certified Quality Technician Topics include: algebra, geometry, process control, instrumentation, inspection, sampling, probability and statistics.

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

Certified Quality Auditor Topics include: management responsibility, audit objectives, audit preparation, audit conduct, audit reporting, sampling, and basic statistics.

Note: We recommend CQT or CQIA training for all people who have to work in processes.

<u>Course</u>	<u>Start</u>	<u>Duration</u>	<u>Member Fee</u>	<u>Nonmember Fee</u>
Certified Quality Improvement Associate	18:00 27 September 2005	3.5 weeks, 2 / week	\$810	\$900
Certified Reliability Engineer	18:00 25 October 2005	7 weeks, 1/ week	\$810	\$900
Certified Quality Technician Refresher	18:00 27 October 2005	3.5 weeks, 2 / week	\$810	\$900
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: CQIA - CRE - CQT - 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

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Questions?

(514) 694-2830

tozerdd@sympatico.ca

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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 (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>
CBA, CHA, CMI, Certified Quality Manager, CQT, CRE, SSBB	October 22, 2005	September 2, 2005
CCT, CQA, CQE, CQIA, CQPA, CSQE	December 3, 2005	October 7, 2005
CBA, CHA, CMQ/OE, CMI, CQT, CRE, SSBB	March 4, 2006	January 13, 2006

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.

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