



Montreal
Section 0401

NEWSLETTER

October 2005, Volume 55, Issue 6

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

H uman side of Quality



DATE: Wednesday, October 19, 2005
TIME: 6:00 PM
PLACE: Hilton Hotel, Dorval Airport
SPEAKER: Eric Stern, ASQ CQA, MBA
COST: Members \$40 Non-members \$50

Includes supper and we pay the Parking !!

Assessments teach you and your organizations how to become effective. This event's presentation will introduce you to the Reiss, MBTI, and DISC assessments. Executives and HR personnel may also benefit and are welcome to attend.

More details on page 3.

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

Inside this issue:

Editor's Corner	2
Word from your Section Chair	2
Executive Committee meetings	2
Welcome to new members	2
Details of next event	3
Volunteer Excellence Awards	4
Quality Swings	4
Education Program 2005-2006	5
Program of Events	5
Section Executive	6
ASQ Certification & Recertification	6
Sustaining Members	6
Advertising Rates	6

Great works are performed not by strength but by perseverance.
- Samuel Johnson



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)

Details of next event

By Eric Stern, ASQ CQA

Human Side of Quality

This presentation intends to explore the factors that cause people to act differently under equal circumstances. Quality practitioners know that structures, systems, and processes that do not take into account human nature are often sub-optimal. Your efficiency and effectiveness as professionals can suffer because of your own peculiarities and that of others you work with.

Several methods of assessment have been developed over the years that try to understand what makes people act differently. We will introduce three of them and show that by learning first how you process information, and generate and solve problems, you can choose ways to act that are more effective for yourself. When people around you also take these assessments, it becomes much easier to grasp what drives them and how to best take advantage of opportunities and solve problems.

The presentation will be geared to quality professional but may also be of interest to HR personnel and executives in your organizations.

Eric Stern

Eric Stern, CQA, MBA, is a multidisciplinary. He has upgraded a few ISO and QS quality management systems. More recently, he participated in the competence assessment of over 20 North American testing laboratories, participated in the process engineering evaluation of some high tech R&D activities in world-class organizations, audited quality systems and products in a several organizations in many different industries, and evaluated participants in the "Grand Prix Québécois de la qualité".

After some personal development courses, Eric started coaching professionals who wanted to move beyond their current reach in their personal &/or business activities. He completed courses in business coaching, master leadership coaching, assessments, and strategic focused development. He is currently teaching basic coaching classes for the Leadership University, an organization where most of the teaching is done by phone or on the web and is using extensively concepts of Developmentalism while continuously improving his knowledge and skills.

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).



Management Systems Training



Upcoming Courses in Montreal

Quality:

- ISO 9001:2000 Process Auditing
October 27, 2005 (Fr.)
- ISO 9001:2000 Customer Satisfaction
October 28, 2005 (Fr.)
- 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
October 19-20, 2005 (Fr.)
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
October 24-25, 2005 (Fr.)
May 30 -31, 2006 (Fr.)
- OHSAS 18001 Internal Auditor
October 26-27, 2005 (Fr.)
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

Volunteer Excellence Awards

By Jean-Pierre Amiel, ASQ CQA, Awards Chair

The Montreal Section is looking for that individual or team who is eligible for ASQ's Volunteer Excellence Award. Recipients may be individuals or teams. Candidate(s) must currently be, or have been, a Regular Member of the Society and of the member unit presenting the award. They must demonstrate :

- Participation in educational activities at the local level, including courses taught at colleges, universities, and to industry, courses taught for the member unit, papers presented at local conferences, section meetings, etc.
- Participation in educational activities at the regional, national, or international level, including ASQ-sponsored courses taught, papers presented at regional, national, or international conferences, etc.
- Promotion of quality activities at the local level. This includes participation in section, council, alliance, or division activities as an elected officer, committee chair, or participation in state quality award programs, etc.
- Promotion of quality activities at the regional, national, or international level. This includes participation in an elected or appointed ASQ office at the regional, national, or international level, or participation on national quality awards programs, etc.

If you know of a team or individual(s) who merit the award, please contact **Jean-Pierre Amiel** at (514) 280-5412.

Quality Swings

By Jean-Pierre Amiel, ASQ CQA, Historian

How to have fun and still teach us the basic principles of data collection and analysis? That was David Tozer's mandate Wednesday night at your Section's meeting on Basic Quality Tools. David brought out his pendulum and asked the some thirty in attendance to measure and collect various data. We then proceeded to group, calculate, and analyse them using X-Bar Charts, Histograms, Cause and Effect, and Scatter Diagrams. The conclusion: All had fun, the Earth still spins, and numbers don't have to be mystifying.

Thanks, David, for a refreshing and quick look at Quality Tools !



Section Chair Bernard Doiron & ASQ Canadian Regional Director Brenda Fisk

We should not only use the brains we have, but all that we can borrow.
-Woodrow Wilson



Newsletter Editor Ray Dyer & Membership Chair Chantal Simard

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.

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 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: 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

Questions?

ASQ Montreal Section 0401 Education Chair

(514) 694-2830

159 chemin Stillview

tozerdd@sympatico.ca

Pointe-Claire, Québec, H9R 2Y1

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. Some back-up topics include: Promoting Quality to Management, Cost of Quality, and Lean Management / Six Sigma. Watch the Newsletter for further details.

16 Nov 2005	Sarbanes Oxley Act (SOX) – Speaker TBD
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 (Friday event)	Joint Quality Conference on “Ethics & Performance” with ASQ Section 0404 – More details to come!

2005/2006 SECTION EXECUTIVE

Section Chair:

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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>
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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