



Montreal
Section 0401

NEWSLETTER

March 2006, Volume 56, Issue 3

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

Aerospace Quality - AS9100

Lessons learned from an AS9100 auditor's point of view



DATE: Wednesday, March 15, 2006
TIME: 6:00 PM
PLACE: Hilton Hotel, Dorval (PET) Airport
SPEAKER: Roger Ritterbeck Jr.
 Product Manager, Quality Management
 Institution (QMI), a Division of CSA
COST: Members \$40 Non-members \$50

Includes supper and we pay the Parking !!

Amongst other topics, Mr. Ritterbeck will review some of his experience with auditors who audit AS9100 QMS, some of the questions they ask, some common problems that arise, and some suggested solutions.

Details on page 3. Bring your business cards and network!

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

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 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

IMPROVEMENT COMES FROM PROCESS UN- DERSTANDING !

Seems simple enough as a concept; simple but hard! How many times have you heard, read, felt that once someone decides something is wrong (usually profits) that change must happen? Unfortunately, this change is often brought about by re-inventing processes rather than first trying to understand what the processes were, who was responsible for them, why they were the way they were, what was not working, etc.

Don't get me wrong, starting with a clean slate is a respected approach used by several Quality based methodologies. However, by not spending

time to understand who is (should be) responsible for an output, what our current process is for that output, what it should be, and why it is the way it is, important lessons learned are lost and often the same errors are repeated.

Success with the clean slate is no doubt due, in part, to a renewed approach. However, it is almost more certainly due to the attention given to this exercise by senior management. If as intense an attention were to be applied to supporting Quality methodologies that leverage current process knowledge and experience, the outcome would likely also be as, if not more, successful.

In other words, to improve, understand your current processes and, as the saying goes, "Don't throw the baby out with the bath water".

Send comments to redyer@sympatico.ca .

Raymond E. Dyer



A word from your Section Chair

By Bernard Doiron, ASQ CQA, Section Chair

DEMOCRACY

The word means "a political system in which the supreme power lies in a body of citizens who can

elect people to represent them". I am a strong believer of this and this is how we, as part of ASQ, have tried to run our section.

I was very interested to see, for the first time in my ASQ experience, a challenge to the slate proposed by ASQ Head Quarters. While the decision I made remains mine, the fact remains, we try to run our sections as democratically and with the best intent for our membership as possible.

Our Nominating Chair, Inteaz Alli, and his Nominating committee have proposed a slate of candidates as next year's officers. While we prefer to maintain continuity of experience by selecting individuals who have demonstrated continuous and effective commitment to our section, the floor remains open for those wanting to participate and nominate themselves with the proper support and following the official procedures. We also remain very open to allowing those interested in participating in our section's activities and joining our Leadership Team. As a matter of fact, I encourage this. It has been one of my main themes as Section Chair during my two mandates. If interested, please contact Inteaz Alli, Mitchell Daudier, or myself. It's a great experience!

Bernard Doiron



Welcome to our new members

We welcome new members: Dominique Girard, Gilles Guenette, Clive Hooton, Mutair Mohammed Kadiri, Stewart J McDonald, Dale H. Myers, Srikanth Ramasamy Raja, & Dominique Tapin to our section !

Details of next event

By Eric Stern, ASQ CQA, Program Chair

Aerospace Quality - AS9100

This presentation will include, amongst other topics, the lessons learned from an AS9100 Aerospace Quality Management System auditor's point of view and will touch on:

- Questions auditors ask
- Common problems that arise
- Some suggested solutions

Roger Ritterbeck Jr.

Product Manager for Quality Management Institute (QMI), a Division of Canadian Standards Association (CSA)

Roger Ritterbeck Jr. has 20 years of quality management experience in the aerospace, automotive, and quality system registration industries. He is an RABQSA Certified Aerospace Industry Experienced Auditor (AIEA), an Aerospace Qualified Trainer, and an Aerospace Qualified Witness Auditor. Mr. Ritterbeck has conducted over 500 quality management system audits in a variety of industries. He is also certified by the American Society for Quality

(ASQ) as a Certified Quality Manager (CQMgr).

Mr. Ritterbeck's background is primarily quality assurance in aerospace manufacturing. In his previous life, he worked for a Tier One OEM supplier in various QA Engineering and QA Management roles. Over the years, Mr. Ritterbeck has been involved with his previous company's transition from the old Mil-Q-9858 system to the ISO 9001 standards.

Mr. Ritterbeck's responsibilities as Product Manager include Certification services in the Aerospace industry to the AS9100 Series of standards. He is QMI's Technical Expert for the AS9100 certification services and is responsible for ensuring on-going compliance to all Accreditation Body requirements. Mr. Ritterbeck represents QMI at the Americas Aerospace Quality Group (AAQG) level and is a member of the AS9100 re-write team.

Quality Management Institute (QMI)

To contact QMI, call 1-800-465-3717 or visit their website at www.qmi.com.

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Environmental Management Systems

ISO 14001:2004 EMS Essentials:

MontrealApril 18-19, 2006 (Fr.)

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MontrealApril 20-21, 2006 (Fr.)

Occupational Health and Safety

OHSAS 18001 Essentials:

MontrealMay 30-31, 2006 (Fr.)

OHSAS 18001 Internal Auditor:

MontrealJune 1-2, 2006 (Fr.)

Food Safety Management Systems

HACCP Essentials:

MontrealMarch 1-2, 2006 (Fr.)

ISO 22000 Food Safety Essentials:

MontrealMarch 6-7, 2006 (Fr.)

MontrealMay 2-3, 2006 (Fr.)

MontrealJune 5-6, 2006 (Fr.)

ISO 22000 Food Safety Internal Auditor:

MontrealJune 7-8, 2006 (Fr.)

Quality Management Systems

ISO 9001: 2000 Fundamentals:

MontrealApril 10-11, 2006 (Fr.)

MontrealMay 30-31, 2006 (Eng.)

MontrealJune 12-13, 2006 (Fr.)

ISO 9001: 2000 for the Internal Auditor:

MontrealApril 12-13, 2006 (Fr.)

MontrealJune 1-2, 2006 (Eng.)

MontrealJune 14-15, 2006 (Fr.)

ISO 9001: 2000 QMS Lead Auditor:

MontrealFebruary 27- March 3, 2006 (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

Feedback ???

Last issue, I indicated that your Section Executive Committee Leadership Team needed your input and feedback. I got one response from an ASQ colleague at work. Either that means you're happy or you don't care. If the former, great! It means you must be happy with what we've been trying to do for you. It would still feel good though to get a few of you to say so. If the latter, then that's too bad because you're spending good money for membership privileges that you won't take the time to comment on. I remember someone telling me about a gas company catch phrase that went something like this, "We can't solve the problems we don't know about!". We've been more than open for feedback, there is only so much we can do to get you to say what you want.



What works for you? We want and need your feedback if we are to continue delivering you value for your membership.

Send your comments, preferably with the subject entitled "Feedback to ASQ", to redyer@sympatico.ca. If you don't use e-mail, please call (514) 818-7410 (office) or (514) 483-5001 (home) and please leave a message if I don't answer.

Raymond E. Dyer 

Changes affecting ASQ CQAs

*By Norman Dickinson, ASQ CQA & CQE, Certification & Recertification Chair
and Raymond E. Dyer, ASQ CQMgr & CQA*

Being an ASQ Certified Quality Auditor (CQA) is interesting these days. For some time now, efforts have been made to expand the credibility and value of being an ASQ CQA. At a Canadian level, certain ASQ sections in Region 4 were working with the Regional Director to encourage discussions with the National Quality Institute (NQI) who held a role in certifying Quality Auditors in Canada. However, NQI were already working with RABSQA International, a merger of Registrar Accreditation Board (RAB) & Quality Society of Australasia (QSA) International.

Back in 2005, NQI and RABQSA started working together to allow NQI certified Quality Auditors to also become registered to one or more of RABQSA's certification schemes. As of February 2006, NQI have stated that they are no longer offering auditor certification. NQI have basically moved away from Quality Auditor certifications altogether and have let RABQSA take over.

Meanwhile, ASQ had also been working with RABQSA. Recently, the latter has formally recognized the ASQ CQA as meeting specific competency requirements under the RABQSA Accredited Quality Management System Auditor Scheme. Following successful completion of the evaluation process, CQAs will receive RABQSA International Provisional QMS Auditor certification.

What does this mean for ASQ CQAs? This provides us with an opportunity to expand our career development to include ISO audits, at very little expense. It also provides an additional career pathway to consider. The QMS Auditor certification scheme has been developed by industry, providing confidence in our ability to meet their needs and add value. For more information on these changes, visit:

<http://www.nqi.ca/personnel/auditor.aspx> and especially <http://www.rabqsa.com/news.shtml>

2006 ASQ World Conference on Quality and Improvement

- Transforming the face of quality for nearly 60 years.

Conference will occur in Milwaukee, Wisconsin, from May 1st to 3rd, 2006. For more information, visit www.asq.org and then click on "Visit the conference Web site" or go straight to <http://wcqi.asq.org/>.

2005/2006 SECTION EXECUTIVE

Section Chair:

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

Vice Chair & Environmental:

Mitchell Daudier, Thellen Environnement
(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
redyer@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, SSGB, CSQE	June 3, 2006	April 7, 2006
CBA, CHA, CMQ/OE, CMI, CQT, CRE, SSB	October 21, 2006	August 18, 2006
CCT, CQA, CQE, CQIA, CQPA, SSGB, CSQE	December 2, 2006	October 6, 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 !*

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1/6 page	\$ 55	\$ 75
1/4 page	\$ 75	\$ 100
1/2 page	\$ 135	\$ 165
3/4 page	\$ 175	\$ 210
1 page	\$ 200	\$ 240

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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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