



Canada
Montreal Section
Section 0401

NEWSLETTER

April 2006, Volume 56, Issue 4

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

Annual General Assembly



DATE: Wednesday, April 19, 2006
TIME: 6:00 PM
PLACE: Hilton Hotel, Dorval (PET) Airport
COST: Members \$40 Non-members \$50

Includes supper and we pay the Parking !!

Agenda:

- Call to order
- Introduction of the Leadership Team
- Reports from the different committees
- Section Treasurer's Report
- Section Chair's Report
- Election of new officers
- Input from the floor
- Closing

More details on the proposed slate of officers on page 3. Bring your business cards & get ready to network! This is an excellent opportunity to meet fellow Quality professionals & share experiences.

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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The Editor's Corner

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

FEEDBACK !

Well, I finally got some! Three members, ranging from a

brand new to our most longstanding, gave me feedback to work on. Although difficult to draw much statistics on such a small sample, all three were very complimentary and seemed pleased with the services of our section. This seems to agree with the performance we've demonstrated (see word from the Section Chair).

In addition to the compliments, I also received two excellent suggestions, both from our most longstanding member Reg Charlesworth. The first was to "lighten up the newsletter a bit and instill a little humour from time to time" and to find "anecdotes regarding situations encountered in the application and interpretation of quality data that can be drawn from the membership". I'm very glad to get that kind of feedback. I've

tried to encourage stories from our membership but have not had much success. This feedback encourages me to keep trying. Meanwhile, take a peak at "Learning through story & laughter" on page 4.

The second suggestion, which was felt "might be of interest to the older members", was "to include a "Where are they now?" column as a means of keeping in touch with old friends and associates or merely as a matter of casual interest". Reg not only gave us the suggestion, he also accepted to submit the first of the series (see page 7). This could be a great way for those that have moved away to give us some news. **Any takers?**

To Eric Charest, Charles Blair, & Reg Charlesworth; thank-you very much for your feedback.

**Send comments to redyer@sympatico.ca .
Raymond E. Dyer**



A word from your Section Chair

By Bernard Doiron, ASQ CQA, Section Chair

CANADIAN GOLD FOR MONTREAL SECTION

In this time of Olympics & world competitions,

getting gold is very popular. **Well, we've done it!**

ASQ measures the performance of each section with regards to its objectives in member satisfaction, loyalty, and retention, and classifies this in their SMP Section Excellence program as Gold, Silver, or Bronze levels. We've been informed that Montreal Section 0401 has achieved Gold Level for 2004-05, one of 52 sections

and the only Canadian section to do so. Kitchener Section 0405 and Vancouver Section 0408 were 2 of 28 sections to achieve Silver, and Toronto Section 0402 and Manitoba Section 0406 were 2 of 36 sections to achieve Bronze.

I thank the Leadership Team and the members for helping us achieve this benchmark goal. It's the quality in all of us that brings out the best.

Bernard Doiron



Welcome to our new members

We welcome new members: Jennifer Amaral, Dr. Fidimahery Andrianasy, Sandy Battista, Sylvain Briere, Brian Buffett, Pedro J. Julian, Jihad F. Labban, Beichen Li, Johanne Maletto, Ginette Morel, David Nguyen, & Martine Potvin to our section !

Slate of officers for 2006/07 Executive Committee

By Inteaz Alli, Ph.D., ASQ CQA & CHA, Nominating Committee Chair

ASQ MONTREAL SECTION 0401 NOTICE

In accordance with Sections 5.4 and 6.1 of our Operating Agreement, the following members have been appointed to the Nominating Committee: Inteaz Alli (Chair), Norman Dickinson, Sam Weissfelner, Chantale Simard, and Raymond Dyer. Also as per Section 6.1 of our Operating Agreement, the Nominating Committee has proposed the following slate of officers for the 2006/2007 Executive.

Section Chair: Mitchell Daudier

Vice Chair: Bernard Doiron

Secretary: Pascale Belanger

Treasurer: Gordon Ayotte



To nominate a different slate of officers, volunteer for a role on the various committees of the Section, or obtain further information, please contact Inteaz Alli at inteaz.alli@mcgill.ca. Nominees for Officer positions can be made by petition of at least 10 members.

Certain other Executive positions and committee chairs must also be filled so please indicate your interest. Please note that, to apply for any Section Executive or Leadership position, you must be a member of the Section in good standing.

Sincerely,

Inteaz Alli - ASQ Montreal Section 0401 Nominating Committee Chair 

Come network and enjoy yourself !



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Montreal April 18-19, 2006 (Fr.)

ISO 14001:2004 EMS Internal Auditor:

Montreal April 20-21, 2006 (Fr.)

Occupational Health and Safety

OHSAS 18001 Essentials:

Montreal May 30-31, 2006 (Fr.)

OHSAS 18001 Internal Auditor:

Montreal June 1-2, 2006 (Fr.)

Food Safety Management Systems

ISO 22000 Food Safety Essentials:

Montreal May 2-3, 2006 (Fr.)

Montreal June 5-6, 2006 (Fr.)

ISO 22000 Food Safety Internal Auditor:

Montreal June 7-8, 2006 (Fr.)

Quality Management Systems

ISO 9001: 2000 Fundamentals:

Montreal April 10-11, 2006 (Fr.)

Montreal May 30-31, 2006 (Eng.)

Montreal June 19-20, 2006 (Fr.)

ISO 9001: 2000 for the Internal Auditor:

Montreal April 12-13, 2006 (Fr.)

Montreal June 1-2, 2006 (Eng.)

Montreal June 21-22, 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

Learning through story & laughter

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

Following the suggestion to "lighten up the newsletter", I thought I'd share this story. Some of you may have read it before in a slightly different context. I tried not to target anyone per se while retaining the message about understanding processes. I find these stories a fun way to reinforce Quality concepts.

Two employees were working for the city. One would dig a hole and the other would follow behind and fill the hole in. They worked up one side of the street, then down the other, then moved on to the next street, working furiously all day without rest, one digging a hole, the other filling it in again.

An onlooker was amazed at their hard work but couldn't understand what they were doing. So she asked the hole digger, "I'm impressed by the effort you two are putting into your work, but I don't get it. Why do you dig a hole, only to have your partner follow behind and fill it up again?"

The hole digger wiped his brow and sighed, "Well, I suppose it probably looks odd because we're normally a three-person team. But today, the person who plants the trees called in sick."

Have you got a good anecdote, story, or Quality related joke worth sharing? If so, please send it to redyer@sympatico.ca. Note: Please ensure material submitted is "printable". Raymond E. Dyer Q



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.

17 May 2006	Service Process Quality – Planned speaker is Dr. Jean Harvey, Professor at UQAM.
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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/>.

Section Executive Committee (or Leadership Team) meetings

Meetings are held at different locations, starting at 6 PM. The next meetings are scheduled for 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).

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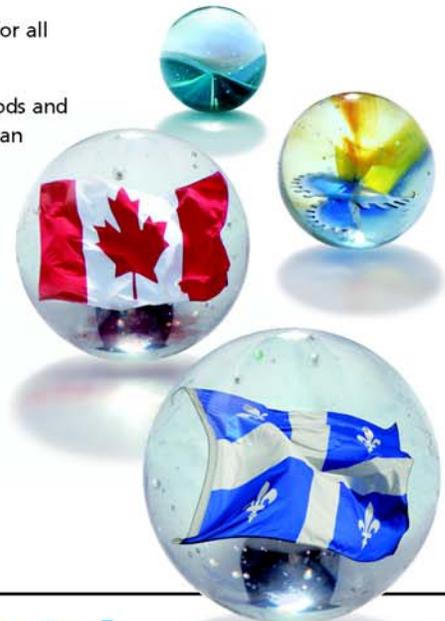
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Local BSI Contact in Montréal:

Hank Karayan
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Training Courses in Montréal

BSI offers an extensive range of training courses across Canada. Below are some of the upcoming training courses available in Montréal:

Quality

Understanding ISO 9001:2000 [FR] June 13
ISO 9001:2000 Internal Auditor [FR] June 20-21

Environmental

Understanding ISO 14001:2004 [FR] June 27
ISO 14001:2004 Internal Auditor [FR] July 5-6

Occupational Health & Safety

Understanding OHSAS 18001:1999 [FR] April 27
Understanding OHSAS 18001:1999 [FR] June 13

Automotive

ISO/TS 16949:2002 Internal Auditor [EN] June 14-16

Food Safety

Understanding ISO 22000:2005 [EN] June 15

Information Security

ISO 17799/ISO 27001 – Information Security
Management System Implementation [EN] May 9-11

Aerospace

Understanding SAE AS 9100 Revision B [EN] May 1-2
AS9100 Rev B Internal Auditor [EN] May 3-5
SAE AS9100 Revision B Lead Auditor [EN] May 15-19

For further details including course descriptions, prices and our full training schedule please visit our website at:

www.bsiamericas.com/training

To enroll please contact us either through our website or by phoning the training department direct at (416) 620 9991 or toll-free at 1 (800) 862 6751



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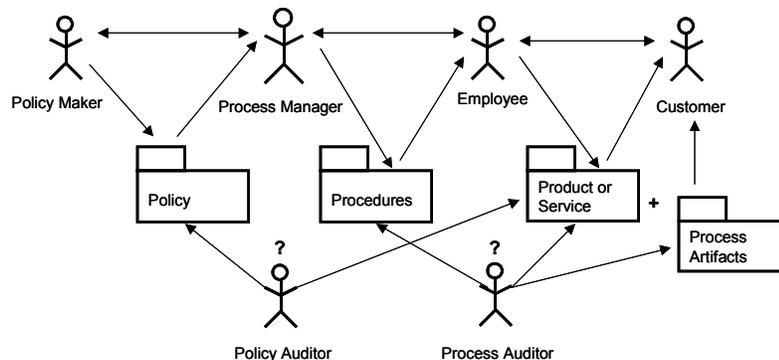
Managing the Compliance Chain

From Policy to Product, Process Management is Key

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

For a company executive, failing corporate policy audits is often a career-limiting practice. However, if ensuring policy compliance is a separate objective from ensuring process compliance, it can often prove difficult, if not impossible, for a business to avoid failing these audits. Policy audits may be too infrequent to ensure that compliance is its own high priority focus, for instance, until the audit itself is imminent; a reliable recipe for crisis and failure.

For the policy maker, managing thousands of customers' "moments of truth" through Corporate policy deployment can also be a lot like pushing a wet rope. For policy to actually influence daily business operations, the policy maker and the company executive both need a diligent Process Manager on the other end of that rope; one who is willing and able to "pull" that policy into the company's quality management system, and one who can make both policy and procedure compliance the natural thing for every employee to do.



As the figure above illustrates, a Customer's entire experience of an enterprise is typically through an employee-generated product or service. The employee does not actually need the procedure to do their job, but for each Customer experience to be consistently delivered to the company's intended standard, every employee must willingly and effectively comply with appropriate documented procedures. It is the Process Manager who must inspire that willing employee compliance and it is the Process Manager who must continuously work to enable the consistent effectiveness of the people and the procedures to ensure the quality of every Customer experience.

In an enterprise with a healthy quality management system, periodic process audits and self-assessments continually evaluate the quality of the process and of the employees' compliance. The key to deploying policy in an ISO-compliant company is therefore to ensure that the Corporate policy also forms an appropriate part of the documented process standard. Procedures are traced back to the Corporate policy as well as to the Quality Manual, for instance, and the Process Manager is held accountable for understanding the objectives of the policy, and for incorporating those objectives into their procedures. Periodic "policy gap analyses" help ensure that Corporate policy changes are recognized and the company procedures remain reconciled with the policies. Ideally, these gap analyses are integrated into the QMS self-assessment process cycle to help reinforce the message that policy compliance is just one more dimension of defending the company's core practice excellence.

By following this model, effective policy deployment and compliance chain management become just one more significant advantage of the disciplined ISO-compliant enterprise.

Author Steve Jones (SSBB) successfully implemented the above policy compliance model for two years as Policy Compliance Officer with a large multi-national ISO and CMMI compliant aerospace and defense company.

If you have questions or comments on this article, you can contact Steve at leansensei@sympatico.ca

Where are they now?

By Reg Charlesworth, Long Past President & Longstanding Member

Time certainly flies by and the older you get the faster it seems to fly. It has been a long time since first becoming a member back in the late fifties. Wonderful memories with a great bunch of quality professionals like George Rosenzweig, Armin Schmidt, O.K. Kolachek, Isobel Loutit and George Williams, to name only a few. That goes back almost forty years. In that time frame I worked for three multinational organizations, Johnson & Johnson (Montreal), Bristol-Myers (Toronto), and Avon Products (Montreal) most of which in a quality assurance capacity. After 30 years with Avon I retired as Director of Materials Management after reaching my level of mediocrity. That was in 1994. My wife, Gemma, who also worked at Avon retired at the same time.

We retired to a small unincorporated community called Tappen in the interior of British Columbia, about 15 kms West of Salmon Arm which is about halfway between Calgary and Vancouver. Our home is on the North shore of the Shuswap Lake in a stand of Douglas Fir trees and we both love it here. We acquired an English Setter who takes us for long walks and probably as a result we enjoy good health and we are both quite occupied. It seems that when you retire, you don't slow down, you just get busier, but with less pressure. Fly fishing in the summer and fly tying in the winter takes up a fair bit of my time along with canoeing and playing chess. Yes we miss our many friends and associates in Quebec, but not the noise and bustle of the big city.

So fare thee well buddies of yore and good fortune to the Montreal Section (0401). Keep up the fine work. We would love to hear from some of our old colleagues and if you are so inclined my e-mail address is regchaz@jetstream.net.



Note from the Editor

Member since 1958, Reg Charlesworth is now the most longstanding member of our Montreal section. It is appropriate we start our "Where are they now?" series with such a dedicated and memorable individual. The suggestion to start such a series came from Reg himself. To those of you with a story, history, or update to share with old friends, please send them to me at redyer@sympatico.ca.

Raymond E. Dyer 

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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

ASQ Certifications	EXAM DATES	APPLICATION DEADLINE
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.

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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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