



Montreal
Section 0401

NEWSLETTER

October 2006, Volume 56, Issue 7

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

Food Quality, Food Safety, and ISO 22000

DATE: Wednesday, October 18, 2006
TIME: 6:00 PM
PLACE: Hilton Hotel, Dorval (PET) Airport
SPEAKER: Inteaz Alli, Ph.D, FASQ, Professor of Food QA in the Food Science Dept., McGill University
COST: Members \$40, Non-members \$50, Includes supper and we pay the Parking !!

What is the difference between food quality and food safety? How does ISO 22000 fit in? Come hear subject matter expert Inteaz Alli clear up some of these questions.



Bring your business cards and network!
 For registrations or information please contact:
 Bernard Doiron by fax at (450) 776-7698
 or e-mail at kayi@videotron.ca
Please, no phone calls.

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The Editor's Corner



Ethics!

By Raymond E. Dyer,
ASQ CMQ/OE & CQA,
Newsletter Editor

Such a delicate subject! Webster defines ethics as "the discipline dealing with what is good and bad and with moral duty and obligation", "a set of moral principles : a theory or system of moral values", "the principles of conduct governing an individual or a group", "a guiding philosophy", "a consciousness of moral importance", "a set of moral issues or aspects (as rightness)". Bottom line, Ethics is understanding **and doing** the right thing. **But what is the right thing?**

I recently read an excellent pair of articles in a local newspaper (The SURBURBAN, Wednesday, August 30, 2006, page 13), that presented a "Point / Counterpoint" positioning of "The ethics of rational self-interest" by Anthony Bonaparte against "The magic of altruism" by Marlene Eisner.

The former position described situations where individuals had died trying to help people they did not even know, and this to the loss of friends and family who no longer had the benefit of these individuals in their lives. Anthony emphasized the situation "by differentiating between sacrificing one's safety for a friend or loved one, as opposed to a total and complete stranger" and adds that "an individual should not be ashamed to value their life over that of a random stranger". In other words, help someone, especially a stranger, only if the perceived risk to yourself is minimal.

The latter position encourages the "responsibility as a person to help anyone in trouble, even if not knowing who they are". Marlene emphasized that while loss of life can occur, "it is our responsibility to rush in and help others in need, whether we know them or not" and that such "acts of bravery" can lead to even more important development in our society. She finishes her position by stating that this "is the difference between living in a society where everyone is out for themselves, versus one of toler-

ance and love where random acts of kindness lead us down roads yet to be discovered".

Two very different positions yet who is to say which is more ethical? Perhaps both are depending on your environment and convictions? The importance and "correctness" of such a position would be different for say a Police officer or Fireman whose very job function requires that they help strangers in often dangerous situations versus that of an accountant who really hasn't signed up as a professional human life saver (vs. a business life saver). In other words, while some Ethical guidelines and practices are generally well understood and accepted, the context in which we operate very much dictates how other "grayer" Ethical issues will be adopted and applied. Several factors including market, wealth, demographics, culture, religions, laws, etc. will influence the positions taken.

So where am I going with this discussion you ask? The importance of "Ethics" and "Ethical Behavior" has long been a concern for the Quality and business professional. What I am getting you primed up for is a discussion around ethics and performance that will occur during an all day conference being jointly organized by ASQ Montreal Sections 0401 and 0404. The conference will be entitled "ÉTHIQUE ET PERFORMANCE" and will be held, in French, at the Hilton Montréal Aéroport hotel on Friday 17 November 2006. The Conference Planning Committee has worked very hard to secure quality speakers and hopes you will be interested in and appreciate the topics and speakers selected.

While you will be receiving a hardcopy program of the event shortly, you can also get it, until the 17th of November, from http://www3.sympatico.ca/redyer/docs/Horaire_et_Contentu.pdf . The registration form can be found at http://www3.sympatico.ca/redyer/docs/Formulaire_inscription.pdf .

Ethics and the discussion that surrounds it may not always be simply, straightforward, and/or absolute. However, there are generally applicable concepts and practices that can and should be adopted for long term performance. It was our intention that this upcoming conference address some of these areas and prove to be of interest and value to you. Hope to see you there.

Send comments entitled "ASQ Newsletter feedback" to redyer@nortel.com.

Welcome to our new members

We welcome new members: Kamel M.O. Al-Bsat, Edgardo Carvallo, Constantin M. Cernatescu, Eric Ej Jenkins, Ilona Pap, Gregory Peace, Benoit Petit, Patrick Pressoir, Claudia Rasmussen, Sanjay Rawat, Richard Sanschagrín, Mustapha Sebaa, Quamruz Zaman, Simon Beaulieu, Habib Ullah Bhatti, Pierre Capistran, Lina Cloutier, Florian Constantinescu, Demetra Kafantaris, Yves Lachance, Isabelle Perron, Claude Pronovost, Justin Ringer, Dimitrios Saponas, & Stephane Timothee to our section !

A Word from your Section Chair

Thoughts about Standards and education

By Mitchell Daudier, Section Chair

I always find surprising and unfortunate that, while we work with Standards on a daily basis and while Standards have become part of our professional life, schools are still not making these common Standards part of their education program. Years ago, when I first started in the industry, ISO 14001 was still a draft project and many companies were in their first three-year cycle of living with ISO 9001, 2, or 3. Therefore, I understand why then it was quite normal not to have ISO courses offered at each and every school and university. However, now that over 19000 companies in the country have embraced ISO 9001 and ISO 14001, the two most common Standards, it is surprising that schools are not responding to what clearly seems to be a trend.

I have had the chance to interview candidates, very bright and skilled students, freshly finishing school and hoping to work in an environment where they would be dealing with either quality, environmental, or health & safety issues. None of these students had received even a basic course on quality and/or environmental Standards during their time in school. If some of them had heard about a Standard, it was due to their personal curiosity.

Enhancing regular education programs with some basic courses on the most common Standards would not only increase students' chances of finding a job, it would also help schools get closer to industry's needs. Standards are already part of our life, as companies are continuously looking for new ways to produce better and in better conditions. Standards could, and should, also become part of our education curriculum. It is a trend that is not about to stop as more of them are being continuously developed.



While we are on the subject of Standards, you have probably heard about ISO 22000, the new International Standard on food safety management systems. It incorporates all the elements of Good Manufacturing Practices (GMP) and HACCP together with a comprehensive management system. It came out in September 2005 and already promises to be popular as numerous companies, some of them very well known, have already been certified to this Standard. Talking about food safety, I encourage you to come to our next event on **"Food Quality, Food Safety, and ISO 22000"** that will take place on October 18th.

I hope you will enjoy our newsletter and again, please do not forget about our Friday November 17th Conference on **"Éthique et performance"**.

Details of next event

Gordon Ayotte, ASQ CQE, CMQ/OE, & SSBB

Dr. Inteaz Alli, Ph.D, FASQ

Professor (Food Quality Assurance), McGill University, Food Science Department Telephone: 514-398-7920; Facsimile: 514-398-7977; Email: inteaz.alli@mcgill.ca

Inteaz Alli is Professor of Food Quality Assurance in the Food Science Dept. of McGill University. He served as Dept. Chair from 1995-2003 and as Director of Continuing Professional Development Program in the Faculty during 2002-03. He has been faculty member at McGill since 1982. He has served on numerous academic, research, scholarly, and administrative committees at McGill, and at institutions in Canada and around the world.

As an expert in Food Quality/Food Safety, Inteaz has published a university-level textbook entitled Food Quality Assurance: Principles and Practices, and several invited book chapters. He has presented seminars and conducted training courses and workshops in food quality, food safety, and HACCP in universities, food companies, govern-

ment institutions and international agencies both in North America, in the Caribbean, Africa, Asia, and the Middle-East. He has served as advisor, consultant and technical expert in food quality/food safety for several North American food companies (including as technical expert in several food safety/food quality litigations), in projects with International Division of Agriculture and Agri-Food Canada, the UNDP TOKTEN (Guyana) program, and the Inter-American Institute for Cooperation in Agriculture (IICA). Inteaz has been recognized by Canadian Who's Who 2005 Edition for scholarly and professional contributions and achievements. He was elected as Fellow of ASQ in 2004 for achievements and contributions to food quality and food safety in general, and integration of the HACCP system into food industry quality systems in particular. He is a Quality Management Systems Lead Auditor, an ASQ Certified Quality Auditor, an ASQ Certified HACCP Auditor, and a Certified HACCP Trainer. Inteaz is an active member of ASQ, Canadian Institute of Food Science and Technology (CIFST), and professional member of Institute of Food Technologist (IFT). He has served in numerous executive capacities and other volunteer roles with these professional organizations.

This season's planned events

Bernard Doiron, 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 (PET) Airport Hilton Hotel. Watch the Newsletter for further details.

- Nov. 17th 2006** (all day Friday) Conference on "Éthique et Performance". More details to come. Visit our web site at www.asqmontreal.qc.ca for updates.
- Feb. 21st 2007** Supply Chain Quality – More details to come.
- March 21st 2007** Service in Quality – Planned speaker is Dr. Jean Harvey, Ph.D., Professor of operations management at UQAM.
- April 18th 2007** Annual General Assembly and AS 9102 – The Section's annual report, election of 2007-2008 Executive Committee officers, and a chance to voice your opinion. Followed by a presentation on AS 9102. More details to come.
- May 16th 2007** Practical Application of Cost of Quality – More details to come.

Executive Committee Meetings

Section Executive Committee (Leadership Team) Meetings are held at different locations, starting at 6 p.m. The next regular meetings are scheduled for November 1st 2006 and February 7th, March 7th, April 4th, May 2nd, and June 6th 2007. Note that all dates planned are subject to change. Please call ahead to attend by

contacting Section Chair Mitchell Daudier at (450) 463-0990 or Section Secretary Pascale Belanger at (514) 822-7840.

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

Lean Enterprise Institute presents... Free Lean Management Webinar

Please join us at the free webinar Lean Management and the Role of Lean Leadership, with speakers Jim Womack and John Shook. Companies took the first lean leap in the 1990s by using lean tools to identify and eliminate waste in facilities. These projects in individual plants produced results – often dramatic results – but, for the most part, sustainable, companywide gains have been elusive. LEI believes this will continue unless companies make a second lean leap by focusing on two key challenges:

- *Creating a Lean Management System
- *Creating and supporting Leadership Behavior which drives that Lean Management System.

In the first of a series of free webinars on these two fundamentals of lean, Jim Womack, chairman and founder of LEI will provide an update on the Institute's latest efforts to identify the components of a Lean Management System. John Shook, Senior Advisor to LEI and the first American to work as a manager in Toyota's operations in Japan, will share the key characteristics of lean management and leadership as he learned it at Toyota and other companies he has worked with over the past 25 years.

You'll learn about:

- *Where management begins...and ends.
- *How value is created for the customer in the three key processes of any business: Design, Make, and Use.
- *The links between a Lean Management System and traditional organizational structures.
- *The role of lean leaders as change agents.
- *The "right" leadership style to support a lean transformation.
- *The vital few leadership principles and practices at Toyota.

To register go to: http://www.lean.org/Events/WebinarDescriptions.cfm?Trackingcode=EML_INVIT_100206
If you have any questions regarding this Webinar please email webmaster@lean.org.

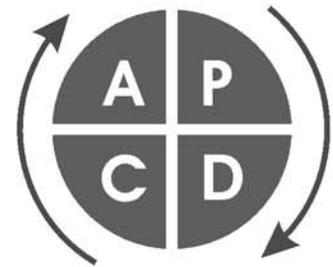
Improving performance through training



has a mission to help organizations to improve their performance by information, awareness and training services in management systems

All our **practical** courses are based on the PDCA cycle, and they promote the **process approach** at both the operational and management levels. Our courses address three large areas:

- ▶ **implementing** a quality, an environmental and/or a health and safety management system, for organizations in all sectors
- ▶ **auditor** training, quality, laboratory, environment and health and safety, both internal and external
- ▶ training of **registrar** auditors in the Canadian Medical Devices Regulations and the Canadian Medical Devices Conformity Assessment System (CMDCAS), with Health Canada



Plan-Do-Check-Act

Traditional courses presented in Montreal

Implementing ISO 22000:2005 (F)	Oct. 11-12
Internal Auditing of Processes - PDCA approach (E)	Oct. 18-20
Implementing ISO 9001:2000 (E)	Oct. 23-24
Internal auditing of the EMS and the OHSMS (F)	Oct. 25-27
Improving processes (F)	Nov. 7-8
Implementing ISO/IEC 17025 (F)	Nov. 9-10
Mapping and documenting processes (F)	Nov. 16-17
Implementing ISO 9001:2000 (F)	Nov. 20-21
Implementing ISO/IEC 17025 (E)	Nov. 23-24
Lead Auditor Course (E)	Nov. 27 - Dec. 1

Dynamic Cybercourses presented over Internet

CDN Medical Devices Regulations - Introduction	Oct. 6, AM
CDN Medical Devices - Post-market requirements	Oct. 6, PM
Upgrade from 17025:1999 to 17025:2005 (F)	Oct. 10, AM
Upgrade from 17025:1999 to 17025:2005 (E)	Oct. 10, PM
Upgrade from 14001:1996 to 14001:2004 (F)	Oct. 23, AM
Upgrade from 14001:1996 to 14001:2004 (e)	Oct. 23, PM
Familiarization with ISO 22000:2005 (F)	Nov. 2, AM
Familiarization with ISO 22000:2005 (E)	Nov. 2, PM
Discovering ISO 9001:2000 (F)	Nov. 8, AM
Discovering ISO 9001:2000 (E)	Nov. 8, PM

For additional information, see our website at www.accademia.ca, or call us at (514) 333-5767 or (800) 263-0128. These courses, as well as many others, are available in-house. They can be customized to suit your particular needs. Training coaching services are also available.

Accademia Qualitas is the leading private Canadian company dedicated to training in management. Accademia Qualitas draws on the vast experience of its founders and their participation in national and international standardization and certification activities, particularly in relation with the ISO 9000 standards. Accademia Qualitas is also proud of its network of experienced and credible partners.

ASQ Montreal Section Education Program 2006-2007

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

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

ASQ Certification often leads to higher paying employment. The money invested in education and certification increases chances of finding employment quickly in this downsizing environment. People who take the section-sponsored refresher courses and spend at least twice as much time as spent in the classroom on self-study have an 80 % chance or better, of passing the examination on the first attempt.

Certified Quality Engineer Topics include: quality concepts, cost of quality, human resources, team formation and group dynamics, inspection, metrology, sampling, reliability, quality standards, quality audit, statistics, design of experiments, process improvement, liability, and modern management methods for improving quality.

Certified Six Sigma Black Belt Topics include: quality concepts, cost of quality, enterprise wide deployment, business process management, project management, team formation and group dynamics, define, measure, analyze, improve, control, lean enterprise, statistics, design of experiments, and design for six sigma.

Certified Six Sigma Green Belt Topics include: quality concepts, cost of quality, enterprise wide deployment, business process management, project management, team formation and group dynamics, define, measure, analyze, improve, control, and statistics.

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

Certified Quality Auditor Topics include: quality concepts, team formation and group dynamics, management responsibility, audit objectives, audit preparation, audit conduct, audit reporting, sampling, and basic statistics.

Certified Quality Improvement Associate Topics: quality concepts, benefits, terminology, team formation and group dynamics, continuous improvement, and customer-supplier relationship.

Certified Quality Inspector Topics include: quality concepts, team formation and group dynamics, geometry, metrology, reading drawings, mechanical processes, statistical process control, inspection, and sampling.

Certified Quality Technician Topics include: quality concepts, team formation and group dynamics, algebra, geometry, process control, instrumentation, inspection, sampling, probability and statistics.

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.

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

Course	Start	Duration	Member	Fee Nonmember
Certified Manager of Quality /Refresher Organizational Excellence	6 p.m., Nov. 29 th 2006	10 weeks, 3 hours/week	\$1,150	\$1,300
Certified Quality Inspector Refresher	6 p.m., Jan 3 rd 2007	7 weeks, 3 hours/week	\$860	\$1,000
Certified Reliability Engineer	6 p.m., Jan 4 th 2007	7 weeks, 3 hours/week	\$860	\$1,000
Certified Quality Engineer Refresher	6 p.m., Mar. 6 th 2007	10 weeks, 3 hours/week	\$1,150	\$1,300
Certified Six Sigma Green Belt Refresher	6 p.m., Mar. 21 st 2007	7 weeks, 3 hours/week	\$860	\$1,000
Certified Quality Auditor Refresher	6 p.m., Mar. 22 nd 2007	7 weeks, 3 hours/week	\$860	\$1,000

Questions? In-house courses, etc. David Tozer: (514) 694-2830, e-mail: .

ASQ Course Registration Form

Courses: **CQE** **CSSGB** **CMQ/OE** **CQA** **CQI** **CRE** **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 to: Education Chair ASQ Montreal Section 401, 159 chemin Stillview, Pointe-Claire Québec H9R 2Y1
Make cheque to: ASQ Montreal Section 401

BSI Management Systems

BSI is a world leader in management systems assessment services for all standards and specifications.

Organizations are constantly striving to provide purchasers with confidence in their goods and services while gaining market share. Balancing these and other business requirements can be a difficult and daunting process. That's where management systems can help.

Our independent assessors are entirely objective to verify your internal processes and help you improve your business's effectiveness and efficiency. Assessment will help you obtain meaningful information on which to base your decisions as well as identifying opportunities for genuine business improvement.

At BSI Management Systems Canada Inc. we provide a full suite of standards, registration and training services.

- Quality - ISO 9001:2000
- Environmental - ISO 14001:2004
- Health & Safety - OHSAS 18001:1999
- Informational Security - ISO 27001:2005
- Food Safety - HACCP, ISO 22000:2005
- Automotive - ISO/TS 16949
- Aerospace - AS9100
- Medical Devices – ISO 13485, CE Marking
- Integrated Management Systems

Contact our Montréal office:

Tel: 514 940 1778
Fax: 514 940 1791



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] November 20
- ISO 9001:2000 Internal Auditor [FR] November 27 - 28
- ISO 9001:2000 Lead Auditor [EN]. December 11 - 15

Environmental

- Understanding ISO 14001:2004 [FR] November 30

Occupational Health & Safety

- Understanding OHSAS 18001:1999 [FR] November 14

Aerospace

- SAE AS9100 Rev B Internal Auditor [EN] November 28 - 30
- SAE AS9100 Revision B Lead Auditor [EN]. December 4 - 8

In addition BSI offers onsite training and e-Learning courses. For further details including course descriptions, prices and our full training schedule please visit our website at:

www.bsiamericas.com/Montreal

To enroll please contact us either through our website or by phoning us direct at 514 940 1778 or toll-free at 1 800 862 6751



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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.

Montreal Section 0401's 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 and Recertification

ASQ Certifications	EXAM DATES	APPLICATION DEADLINES
CBA, CHA, CMQ/OE, CMI, CQT, CRE, SSBB	October 21 st , 2006	August 18 th , 2006
CCT, CQA, CQE, CQIA, CQPA, SSGB, CSQE	December 2 nd , 2006	October 6 th , 2006
CBA, CHA, CMQ/OE, CMI, CQT, CRE, SSBB	March 3 rd , 2007	January 12 th , 2007

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: (514) 334-6102 or by e-mail at: n.dickinson@alumni.concordia.ca.

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

Rates apply for placing a black and 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 email at redyer@sympatico.ca.

Ad size (8 1/2" 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

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