



Montreal
Section 0401

NEWSLETTER

November 2006, Volume 56, Issue 8

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

Éthique et Performance

DATE: Friday, November 17, 2006
TIME: From 8:00 AM to 4:30 PM
PLACE: Hilton Hotel, Dorval (PET) Airport
SPEAKERS: See program at
http://www.spg.qc.ca/aseq/prog_final.pdf

COST: Members \$225 + tax = \$256.39
Non-members \$300 + tax = \$341.85
Students \$125 + tax = \$142.44

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Come learn about a variety of aspects dealing with Ethics and how it
relates to organizational performance.
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*by phone at (514) 351-0404, fax at (514) 355-4159, or e-mail at
ASQ0404@spg.qc.ca*

Registration form available at

http://www.spg.qc.ca/aseq/form_inscription.pdf

Note: Conference will be in French.

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The Editor's Corner



What would you like in a plant tour ?

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

The executive team of your section has often come across this question, i.e. would our members like more plant tours as part of our events and, if so, what would they like to see? What are you interested in?

- Different technologies?
- QA practices?
- Processes demonstrating Lean &/or 5S?
- Industry specific processes like food, aerospace, automotive, laboratory, services, pharmaceutical, etc.?
- Different applications of Quality tools & approaches like dashboards & business assessments?
- Live examples of successful Lean &/or Six Sigma projects?
- Processes demonstrating significant cost, lead time, &/or Quality improvements?

The list is long and yours to suggest. Just give us your feedback and we will include it in our planning sessions.

Also, I hope to see you at our all day Friday 17 November 2006 «Éthiques et Performance» conference. The team has worked hard to organize this conference with hopes that participants will take away useful concepts, tools, and learnings.

One last note: a fellow organizer of our «Éthiques et Performance» conference is completing a Masters in Science (M.Sc.) at HEC Montréal (see article below). As part of his research on Six Sigma, he will be looking for candidates with experience in completed Six Sigma projects. A survey in both French and English should be ready sometime early 2007. Should any of you be interested and willing to help out Reynald, please forward me your coordinates & I will pass them onto him. Thanks!

Seeing as our next newsletter is not due until early February 2007, the Leadership Team of ASQ Montreal Section 0401 wish you a safe and joyous holiday season with no nonconformances, plenty of positive results, and a continuous improvement of both work and home lives. Thank-you for your support.

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

Sondage en ligne sur Six Sigma en janvier 2007



Reynald Régnus

Dans le cadre d'une collaboration avec Reynald Régnus, un candidat à la M.Sc. en GOP à HEC Montréal, les sections montréalaises de l'ASQ vous invitent à prendre part à une recherche sur les projets Six Sigma. Cette recherche s'inscrit dans la rédaction d'un mémoire de maîtrise dirigé par les professeures Marie-Hélène

Jobin et Hélène Giroux. Si vous participez à la recherche, vous courrez la chance de gagner un certificat cadeau de 300\$ à Amazon.ca. De plus, les résultats vous seront communiqués et vous apprendrez ainsi des informations utiles à la conduite de vos projets Six Sigma.

Six Sigma a maintenant 20 ans; la démarche est aujourd'hui appliquée dans plusieurs grandes, moyennes, même petites entreprises du secteur manufacturier et, de plus en plus, dans le secteur des services. Alors que certaines entreprises affirment sauver des millions de dollars par année grâce à cette démarche, certains articles suggèrent toutefois que la mise en oeuvre de projets Six

Sigma se bute à certaines difficultés et se traduit parfois par des échecs. L'objectif de cette recherche est d'en connaître davantage sur les difficultés rencontrées lors de la réalisation des projets Six Sigma. Comme vous le savez, l'ASQ offre des formations pour la certification de Black Belts Six Sigma. Notre collaboration avec un étudiant de HEC Montréal est une belle occasion d'obtenir de l'information sur le déroulement des projets Six Sigma sur le terrain, ce qui contribuera à l'amélioration de notre matériel de formation.

Nous proposons donc aux chargés de projet Six Sigma membres de l'ASQ de participer à un sondage qui sera administré en ligne, en français ou en anglais, de janvier à février 2007. Les résultats de ce sondage seront présentés dans des articles qui paraîtront dans les numéros subséquents du newsletter et qui seront accessibles sur les sites Internet des sections montréalaises de l'ASQ.

Plus vous serez nombreux à participer, meilleurs seront les résultats de cette recherche. En janvier 2007, surveillez votre boîte courriel.

Mitchell Daudier Présidente,
ASQ section 0404

A Word from your Section Chair

Ethics

By Mitchell Daudier, Section Chair

Our conference on “**Éthiques et performance**” (**Ethics and Performance**) is at the door. Although Ethics is a popular topic these days, making headlines in major newspapers in the past year, there is still a lot to say and learn about it.

We all know that getting ethics into an organization’s values and culture is one of the most important responsibilities of management. But what is Ethics? We could say it is a line of conduct that guides us in our daily decisions, from home to the workplace. We could also say it is a fundamental baseline of how to live long and well in society!

Ethics is often associated with values but, if we are going to integrate ethics into the workplace, it cannot simply be a set of values as values are undefined and often subjective. When we tie Ethics, Performance, and Quality together, we must have precise tools and be better skilled to ensure that our good intentions become part of the organization’s core business.

To avoid unethical behaviours, organizations must first **be aware** of it and then get the proper tools **to identify and detect** it. Knowing how to prevent unethical behaviour and having the tools to detect it before it occurs are probably the first steps in getting ethics into organizations.

Considering that Ethics is more than a set of values, we are certainly going to learn a lot on November 17th. Under that big umbrella we called “**Ethics and Performance**”, we will hear about Ethics and the social responsibilities of organizations, Ethics and consumption, Ethical investments, and more. At the end of the conference, we will not only have tools but will also certainly know where to start getting ethics into most aspects of our lives.

Enjoy the Conference.



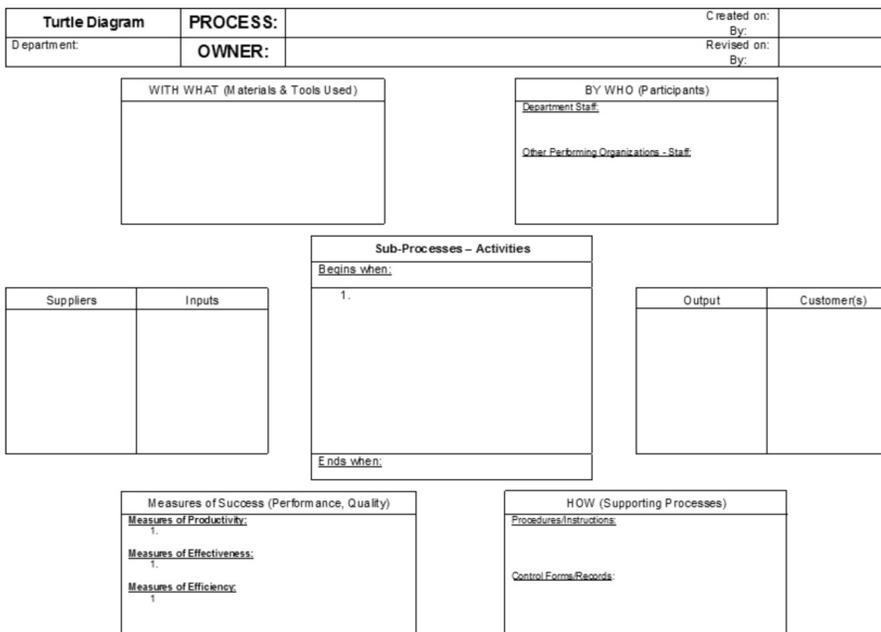
Do you “Turtle”?

By Stephen P. Jones, Eng., Six Sigma & Change Management Chair

One of the defining experiences in my life to date occurred in 1975; the year I studied Advanced Calculus with Dr. Charles Roth at McGill University. Bessel functions, Lagrangian transforms, Laplace transforms, ...

who knew that such dry and arcane subject material could be made so fascinating? It wasn’t the math itself that captured our imagination, it was Charles Roth. More specifically, it was his enviable gift of being able to relate his mathematical tools and techniques with equal alacrity to any of our seemingly disparate domains: Engineering, Physics, Stress, Chemistry; to us, totally different areas of expertise. Yet, Charles Roth could apply his tools to all of them with equal ease. Even more impressive, was that he could start with an example in any one of our domains and then transpose it into parallel examples in any and all of the others.

The year I studied with Charles Roth, I learned more than Advanced Calculus, most of which I confess having long since forgotten. More



importantly, I learned a lesson I have never forgotten; a lesson that has frequently enabled me to extract much more value from every new thing I encounter. I learned that every discipline has specialized knowledge that is largely unknown by those who specialize in other domains, but which, if only known by those others, could open entirely new horizons in those erstwhile oblivious domains. This one realization is the reason I never tire of learning about disciplines outside of my own and is why today I am compelled to share "turtle diagrams" with you.

Process Engineering tools and techniques are a lot like mathematics; their value and their applicability are largely independent of the domain in which those processes operate. I have never worked in the automotive domain, nor have experience with TS16949, so it is probably not surprising I had never heard of "turtle diagrams" before a recent Google search accidentally brought them to my attention. A very unscientific survey at our first ASQ meeting of this season suggested that only those of you who do work with TS16949 may even know what turtle diagrams are and how they are used. Those of you who do

know of them may even think them to be "ho-hum". My gut feeling though is that this is a tool that can be of genuine interest and value to many members of our community. There is certainly nothing fundamentally "automotive" about it.

So, I would like to hear back from you. Do you use turtle diagrams in your business? Whether you do or don't, are you in the automotive industry? Even if you never saw these diagrams before, do you think you might try using them now?

Please share your stories with me and I will compile and relate them back to our friends and associates in a future issue of this newsletter. If you have other examples of tools and techniques in your domain you think may be of interest and value to others, I'd love to hear about them, too!

Yours in quality,
Steve Jones, leansensei@sympatico.ca

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.

- 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.

Welcome to our new members

Latchezar Anguelov, Richard Gauthier, Charles Grenier, & Ady Sadek to our section !

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 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)

Where are they now?

Chuck Altman – No Such Thing As Not Possible!

By Jean-Pierre Amiel, ASQ CQA, Section Historian

I caught up with Charles Altman, my first interview for this column, by telephone the other night. In these parts he is known as Chuck. For those who may remember, he was quite a lively member of our past Executive.

Chuck was on our Executive from 1987 to 1994 and was Chairman for two terms, 1992 and 1993. As part of his legacy to the Section, you might remember that he organized some of our best satellite rebroadcasts in honour of the opening salvos for ASQ's Quality Month, the Quality Month Flag signing, and other quality promotional events.

Within our community, Chuck also taught some courses at Concordia's Quality Control Certificate program and took on some quality system improvement programs.

Chuck left Montreal about ten years ago for an upper management position in a company in Poughkeepsie, New York, «...the Queen City of the Hudson Valley. » according to the mayor. He recently accepted the challenge of Director of Operations at SP Industries in Gardiner, NY, a global supplier of specialty glassware, environmental control chambers, and laboratory to production scale freeze dryers.

Chuck's division of 75 people, a leading manufacturer of precision thermal control systems for the pharmaceutical, biotechnology, educational, industrial, and semiconductor markets produces freeze dryers, thermal control and temperature forcing systems, controlled rate freezers, and NMR sample coolers. Although he has his own quality crew, Chuck has not turned his back on us. He is still a member of our ASQ Montreal section as well as the Mid-Hudson Valley Section. He has implemented Lean Manufacturing and Six Sigma in his facility, which is also ISO 9001:2000 registered. He is also involved with various business agencies that promote manufacturing in New York State, specifically the Hudson Valley.

Chuck now has two teenagers and, as most parents will understand, he spends a fair amount of time in various volunteer work. Amongst them, he is President of the Arlington Hockey Club, the local high school team. As he lives just an hour's drive from New York City, he likes to go see plays or watch a hockey game there. He hopes to be able to go back to teaching in the coming year, unless he embarks on his own learning program.

What he misses from Montreal are the Executive activities of the ASQ Montreal section, good bagels, and smoked meat (Donations gladly accepted!).

Good luck Chuck in your endeavours and send us a line once in a while.



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

Cours offerts à Montréal

Mise en oeuvre ISO 9001:2000	20-21 nov.
Audit interne des processus	4-6 déc.
Mise en oeuvre ISO/TS 16949:2002	11-12 déc.
Mise en oeuvre ISO 22000:2005	14-15 déc.

Courses offered in Montreal

Implementing ISO/IEC 17025	Nov. 23-24
Lead Auditor Course	Nov. 27 - Dec. 1
CMDCAS Training	Dec. 7-8
Implementing ISO 9001:2000	Jan. 29-30

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.

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: _____
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Company: _____	Phone: _____						
Address: _____	Home Address: _____						
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Home Province/State: _____	Country: _____			Postal Code/Zip: _____			
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Send form to: Education Chair ASQ Montreal Section 401, 159 chemin Stillview, Pointe-Claire Québec H9R 2Y1
Make cheque to: ASQ Montreal Section 401

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- 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

ISO 9001:2000 Internal Auditor [FR] November 27 - 28
ISO 9001:2000 Lead Auditor [EN] December 11 - 15
ISO 9001:2000 Internal Auditor [FR] January 9 - 10
ISO 9001:2000 Lead Auditor [EN] January 22 - 26

Environmental

Understanding ISO 14001:2004 [FR] November 14
ISO 14001:2004 Internal Auditor [FR] November 21 - 22
ISO 14001:2004 Lead Auditor [EN] November 27 - December 1

Occupational Health & Safety

Understanding OHSAS 18001:1999 [FR] November 15
OHSAS 18001:1999 Lead Auditor [EN] February 12 - 16

Aerospace

SAE AS 9100 Revision B Internal Quality Systems Auditor November 28 - 30
SAE AS 9100 Revision B Lead Auditor [EN] December 4 - 8

Automotive

ISO/TS 16949:2002 Internal Auditor [FR] February 13 - 15

[EN] = Courses offered in English [FR] = Courses offered in French

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www.bsiamericas.com/Montreal

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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, SSSB, 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.

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

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