



Montreal Section 0401 NEWSLETTER

September 2007, Volume 57, Issue 5

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

Next event

Ad / Publicité

The Editor's Corner

A Word from your Section Chair

This season's planned events

Section Membership Newsflash

Welcome to our new members

Sustaining Members

Had You Come to the Last Event

Process Auditing Au Naturel

ASQ Montreal Section Education Program 2007-2008

Executive Committee Meetings & Officers

ASQ Certification & Recertification

Advertising Rates

Next event

Ad / Publicité

Networking event

DATE: Wednesday,
September 19, 2007
TIME: 6:00 PM
PLACE: Hilton
Hotel, Dorval (PET)
Airport



FACILITATOR:

Raymond E. Dyer, ASQ Senior
Member, CMQ/OE, & CQA, ASQ
Montreal Section 0401 Program Chair

COST: Members \$10

Non-members \$15

Includes light snacks and we pay the
Parking!

Event will focus on networking amongst members and fellow Quality practitioners. At the start, attendees will be encouraged to mingle and exchange business cards. Later in the evening, there will be a brief facilitated discussion on a variety of ASQ related subjects such as:

- What topics & services would interest Quality professionals & their companies?



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- What can our section do or do better for its members? the Quality community?
- How can individuals get involved with ASQ activities & promote its value?
- What do you want to bring to our attention?
Attendees will be encouraged to participate.



Bring your business cards and be ready to network!

For registrations or information please contact:
Mitchell Daudier at (450) 463-0990 or e-mail at mdaudier@thellen.ca or Ray Dyer at (514) 818-7410 or e-mail at redyer@nortel.com

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The Editor's Corner

By Chantale Simard, ASQ CMQ/OE, Newsletter Editor

Relationships

Building lasting relationships is important in our professional lives as they are in our personal lives. One way to achieve it is by meeting with people face to face and by really wanting them to succeed. It is not always easy; we often have to fight timidity for example. But we learn each time we do something difficult for us and we improve.



I have been a member of the ASQ for a few years only and I am relatively new within the Leadership Team of our Section. I can say to you that what I like best in this group is everyone's generosity. In the same way, when I meet other participants at Section events, it is what touches me the most. I meet people who listen, want to help, share their ideas and give advice. They really apply this principle: *treat other people like you want to be treated*. If you want to meet other quality professionals, our Section events are great occasions to do so.

I am pleased that our first activity this year is a Networking event. I hope this will lead to reinforcing existing relationships and create new lasting ones for all the participants.

[Give me your feedback by e-mail](#)

A Word from your Section Chair

By Mitchell Daudier, Section Chair



After a good summer - that does not seem to want to leave - it is again this time of the year to say welcome back. Welcome to a new season with your ASQ section. Welcome to the new members and the loyal ones. I promise you, as last year, a season full of opportunities to learn more and to meet more people. I am also very excited to bring you two important changes that we have been preparing for you over the summer.

First, starting this September, your Newsletter will be in an electronic format. It will be sent to you by email. Yes, our section is joining the ranks of numerous other organizations that have chosen this path. Far from us the idea to load your computer with emails, I believe the electronic format will allow, amongst other things, more flexibility for you dear reader. It is an exciting change for us and also for Chantale Simard who is definitely assuming her new position of Newsletter Editor.

Secondly, many of you have asked for more time to do some networking. The answer to this request will be a Networking event in September. This will be an evening to do just that; meet new people, open new doors, and welcome new opportunities. We hope this type of activity pleases you.

As I always say, please let us know your opinions and suggestions. What you think of your ASQ section and how we can improve to better serve you are always of interest to us.

Have a great 2007-2008 season!

This season's planned events

By Raymond E. Dyer, ASQ CMQ/OE & 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 and our web site for further details.

Date	Event	Speaker(s)
19 September 2007	Networking event	Ray Dyer, ASQ Montreal Section 0401 Program Chair to act as facilitator
17 October 2007	Human Factor	Sid Yousri, Senior Discipline Leader - Human Factors and FOD prevention of Pratt & Whitney Canada
21 November 2007	Change Management	Beverley Patwell of Patwell Consulting Inc.
23 January 2008	TBD	To be confirmed.
20 February 2008	TBD	To be confirmed.
19 March 2008	TBD	To be confirmed.
16 April 2008	Annual General Assembly + TBD	To be confirmed.
21 May 2008	TBD	To be confirmed.

The following events are planned for but remain to be scheduled:

- Supply Chain Quality: Controlling the supply chain across the world
- A practical application of Cost of Quality management
- Small accomplishments that benefit others vs. complex programs like six-sigma

- PFMEA – Process Failure Mode and Effects Analysis
- The role of Quality in the implementation of Lean Manufacturing

Section Membership Newsflash

Congratulations to François Pageau, a member of our ASQ Montreal Section 0401, for having successfully achieved all 14 ASQ certifications, one of only 7 people, as of 5 July 2007, to have accomplished this distinction according to ASQ.

Welcome to our new members

Mateen Ahmad, Rania Al Ammar, Daniel M. Blanco, Gerard A. Blin, Paul Brisson, Marcel A. Charbonneau, Vincent Crolla, Serge N. Drapeau, MD Manjurul Kader, Stephane Lamothe, Kenneth Levesque, Andrei Manole, Guy Marcoux, Eric Nykamp, Alain M. Richard, Sylvie Robin, Adil Shahzeb, Shlomit Shteyer, Kamaljit Singh, Eric St-Pierre, Esther Tremblay and Jisun Yu.

Sustaining Members

ASQ Montreal Section thanks our
Sustaining Members:

[Bombardier Aerospace](#)

[L-3 Communications MAS \(Canada\) Inc](#)

[Promaintech Novaxa](#)

[QMI](#)

Had You Come to the Last Event

By Eric Stern, ASQ CAQ, Publicity co-chair

Suggestions and Commitments for the Growth of the Section

Participants at the May 16 event took the opportunity to actively contribute to the efforts initiated by our section to generate more awareness and support to the section, the employers of our members and the community at large. We hope to get our members, their organizations and other sponsors to strengthen the section and the recognition its members get. We have discussed several tools to achieve this, including increasing the number of members, the financial resources available for generating attractive events, and improving communications and sharing of knowledge on quality related subjects. Section executives facilitated the discussion and collection of comments and suggestions at individual tables May 16. A special energy was generated in the room as people suggested and wrote down specific activities and even personal commitments.

[Full Article...](#)

Eric Stern can be reached at : (514) 483-6264, ericst@iseffective.com, <http://www.iseffective.com/>

Process Auditing Au Naturel

By Mario David, Sales & Operations Manager - Canada, NQA - Canada

Process auditing is a fairly new word for our vocabulary. It's a term that has been bouncing around since the release of 9001:2000, but only recently has there been any attempt to flesh out what is really meant by the phrase. It sounds right. I mean, ISO has brought us to understand that a QMS is really a collection of interrelated processes which together forms a management system. It only follows that if we are auditing a set of interrelated processes, we should be process auditing. But what IS process auditing and is it really a new thing?

[Full Article...](#)

Mario David can be reached at: (514) 242 2655, mario.david@nqacanada.ca, www.NQACanada.ca

ASQ Montreal Section Education Program 2007-2008

By David Tozer, Ph.D., ASQ CQE and SSBB, Education & Audit 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 the downsizing environment we live in. 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%, or better, chance 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 Inspector Topics include: quality concepts, team formation and group dynamics, geometry, metrology, reading drawings, mechanical processes, statistical process control, inspection, and sampling.

[Calendar and Registration Form](#)

Questions? In house courses, etc.: David Tozer: (514) 694-2830,
<mailto:davidtozer@qualitiqua.com>

Executive Committee Meetings

Section Executive Committee (Leadership Team) Meetings are held at different locations, starting at 6 PM. The next regular meetings are tentatively scheduled for :

2007-10-03, 2007-11-07,
2008-02-06, 2008-03-05,
2008-04-02, 2008-05-07 and
2008-06-04.

[Consult the List of Your Executive for 2007-2008 here](#)

Note that all dates planned are subject to change. Please call ahead to attend by contacting the Section Chair or the Section Secretary.

Note: Available on request for section members only are minutes of section executive meetings (contact the Secretary) and section operating budget information (contact the Treasurer).

ASQ Certification & Recertification

<i>ASQ Certifications</i>	<i>EXAM DATES</i>	<i>APPLICATION DEADLINE</i>
CBA, CHA, CMQ/OE, CQI, CQT, CRE, SSBB	October 20, 2007	August 31, 2007 (extended)
CCT, CQA, CQE, CQIA, CQPA, SSGB, CSQE	December 1, 2007	October 5, 2007
CBA, CHA, CMQ/OE, CQI, CQT, CRE, SSBB	March 1, 2008	January 11, 2008
CCT, CQA, CQE, CQIA, CQPA, SSGB, CSQE	June 7, 2008	April 4, 2008

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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<http://www.asqmontreal.qc.ca>



Feedback

Please send us your comments about the ASQ Montreal Section 0401 Newsletter (topics, layout, length, etc.). You want to contribute an article or a good idea ? Contact us by [e-mail](#).

Pass it on

We invite you to forward this Newsletter to friends and colleagues who may be interested.

Advertising Rates

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First Ad	\$200	\$240
<u>Regular size</u>	\$135	\$165
<u>Small size</u>	\$100	\$125

10% discount for 2 to 7 issues;
25% discount for 8 issues (full year)

[Contact Chantale Simard for more information](#)

The ASQ Montreal Section 0401 Newsletter is prepared by and published for its members.

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