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PROCESS QUALITY ASSOCIATES INC.

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"We engineer the quality of your success"

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Circulated to people interested in improving their products and processes

Privileges Of ISO 9000 Registration

QUALITY SYSTEM REGISTRY

The company's name is published in the Registry and is available to the public. The Quality System Registry is a list of companies who have achieved ISO 9000 registration. This publication is used as a guide by purchasers who require their suppliers to have ISO registration, as well as specifiers, consumers, regulators, manufacturers, and governments around the world.

USE OF THE REGISTRY MARK

The registered company is entitled to use the Registry Mark on all their advertising, stationary, correspondence, and literature to publicize the fact it is an ISO 9000 registered company. The Registry Mark cannot be used on the company's products because registration refers to the process, and not to the resulting product.

SIC CODE

Customers can find you by your name, your SIC Code (Standard Industrial Classification), or your city/province.

RECOGNITION

Registration proves to customers that the company has a documented quality system in place that is fully deployed and consistently followed.

GLOBAL CREDIBILITY

Lets the world know that the company's quality assurance system has been evaluated to meet internationally recognized requirements.

Join An ISO 9000 Group Today !

The next ISO 9000 implementation group is presently forming in the London area to start late October, 1995.

- Lowest cost method to get ISO certified
- Government subsidies are available
- Only 7 spots left

Call today for more information.

Tips To Make TQM Work

- Beware of quick-fix solutions that address the symptom, and not the root cause. It takes longer but it's worth it
- Don't punish people for discovering problems. Celebrate problems as opportunities to improve.
- Avoid over-confidence. The minute you believe your TQM project is completed, a competitor will catch up.
- Be careful when encouraging individual effort over teamwork. Individual effort is essential, but multidisciplinary teams usually produce better results.
- Always look for improvement. Every step in every process must be analyzed to determine why it exists and what value it has.
- Check quality regularly. Anything not measured will "backslide" to the next lowest equilibrium point.
- Solving quality problems that interfere with schedule and costs is the best way to ensure that you will improve all three.
- Who's getting ahead and being promoted? Firefighters who work around problems, or people with skills to prevent problems?

Supercharge Your Suppliers

CLIENT'S SITUATION:

Emco Ltd. of London needed improvements from their suppliers. Over 50% of the product's cost was in purchased components over which Emco had little direct control.

PQA's TASK:

Help Emco get their suppliers involved in identifying and correcting problems before they ship them out.

PQA's ACTION:

Emco and PQA invited the suppliers to attend a one-day workshop conducted by PQA (at no cost to Emco). The workshop concentrated on the principles of quality and the problem solving process. Suppliers worked with Emco to solve problems Emco was currently encountering.

CLIENT'S RESULTS:

- A 30 - 40% reduction in the amount of product coming in that was suspect or non-conforming.
- A supplier certification program was born which will continue to enhance the customer-supplier relationship.