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## ISO for Municipalities

### Public organizations registering

ISO 9000 is an international standard for quality management systems. The standard, designed to demonstrate capability to provide conforming product, has become widely accepted in industry. Now, municipalities and not-for-profit organizations are also seeking the benefits industry has obtained.

The ISO 9000 standard is being adapted by public management bodies to demonstrate capability to provide public services. Already in Great Britain, over 100 public organizations have been registered to a Public Management guideline based on ISO 9000 called PM 9000.

Industry has found implementation of ISO 9000 essential in withstanding international competition. Public Service may find registration to such a standard essential to winning limited public funding.

## Mission before Commitment

The word **mission** is derived from the Latin word, **mittere**, to send. To have a mission is to be sent with a purpose. The prefix **com** means together with. Those who are on the mission together are **com-mitted**. Clear agreement on mission is essential for commitment.

## Quotable Quote

“It’s good sportsmanship to not pick up lost golf balls while they are still rolling.” **Mark Twain**

## Quality Improvement

### Plant earns \$400-M “gift”

“GM’s St. Catharines plant gets \$400-M gift”, reads the headline in the March 2 issue of **PLANT**. The article refers to a \$400 million investment General Motors of Canada Ltd. will make to produce new V-8 engines using state-of-the-art automated machinery.

Although the article refers to the investment as a gift, the plant wasn’t chosen because it needed the work. The plant was selected “since it recently improved its quality, productivity and safety”. Quality improvements made St. Catharines the right choice. Congratulations GM St. Catharines!

## PQA Quality Workshops

- ◆ **Internal Auditor Training for ISO/QS-9000**  
Windsor, Thursday & Friday, May 7&8
- ◆ **Introduction to ISO/QS-9000**  
Sarnia, Thursday, May 14
- ◆ **Compete to Win (Why Should We Buy From you?)**  
London, Thursday, May 21
- ◆ **Problem Solving & Trouble Shooting**  
Windsor, Thursday, June 4
- ◆ **Writing & Reviewing Procedures**  
Chatham, Thursday, June 11
- ◆ **Statistical Process Control**  
London, Thursday, June 18

For your free information package or to register, call PQA at:

**(519)-667-1720**  
**Toll Free (800)-837-7046 or**  
**Fax (519)-667-1722**