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"ISO is a waste of time"

...Manager

Dear PQA:

Our parent company is extremely focussed: "Profitability or else!" I think that **ISO** is a waste of time, too bureaucratic and a huge paper burden. **Cautious Skeptic**

Dear Cautious Skeptic:

I've seen on numerous occasions how **ISO** has helped companies change from every department is an island unto itself, bureaucracy, to integrated teamwork. **ISO** should reduce bureaucracy.

"Waste" is "To expend without valuable return." Is there a valuable return with **ISO**? A 1997 **AIAG** survey of 600 **ISO** certified companies showed an average Return on Investment of **351%** for the **ISO 9000** implementation project.

"A huge paper burden" ? An effective **ISO** system should streamline paperwork. The goal is to have what you need, when you need it, where you need it.

When **ISO** is implemented properly, numerous companies report:

- Bankruptcy rates **6** times lower than average.
- Profits are **2.5** to **3** times higher.
- **76%** lower defects, warranty claims, and customer complaints.
- **30%** improvement in employee morale.
- Continuing to receive inquiries and Purchase Orders from customers who have made **ISO 9000** mandatory.

Compare your job frustrations to the above benefits of **ISO**. It's your choice.

Statistics ? Yuk !!!

"Statistics is boring." "Just a bunch of meaningless numbers and formulas" you may think.

However, there are user friendly statistical techniques of value to almost anyone.

You can apply simple graphical techniques to:

- **set your priorities**
- **detect changes as they occur**
- **reduce expenditures**
- **improve business**

Japanese industry gained competitive advantage over North American industry by understanding and applying these techniques.

An American company, that was in desperate financial straits in the early 1980's, Malden Mills, **invested \$50,000** in training on statistical techniques and consultant fees, **and saved \$2 million in the first year.**

Many Canadian companies can reduce their frustrations and improve productivity and quality by adapting simple statistical techniques. However, the old resistance to "statistics" still lingers in many Canadian companies. Great opportunities remain untapped.

Statistical Process Control Workshop

One Day Workshop

Wednesday, September 16

Mississauga ON

\$325+GST

For Information call: (800) 837-7046