

V 99 No.1

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Supplier Development

Are you snowed under ??

Did the heavy snowfalls this winter leave you stuck? Where were the plows? Could service have been better?

I used to work for a snow removal contractor. He was an artist with a plow. He knew how to stockpile the snow. He didn't damage property when he plowed. When it snowed, he was there.

I remember driving home at 7:00 AM after plowing all night long. I passed properties we used to plow the year before, but had lost the contract to a lower bidder. No one had even arrived to *start* plowing!

Consider the plowing contractor. To assure that he can do the job when needed, he must invest in good equipment, maintain it, and pay attractive wages to keep skilled operators on standby. Next year, he may have to bid against a lower priced, "fly by night" operator who can do the job in light snow conditions, but when really needed, (a heavy snowfall), would fail.

With a long term contract, your contractor could safely invest in new equipment, customize his operations to your needs, improve efficiency, and eventually offer better service at a better price.

Have you been let down by a service or product supplier at a critical time? Have they been let down by **you**? What describes your company?

- 1 Our buyers continually shop for the best price, pitting one supplier against another?
or
- 2 Our buyers select the one best supplier and work closely with them on a long term basis?

Many companies have seen the wisdom of selecting one best supplier for a long term relationship. Call **PQA** for a proven system to develop your suppliers.

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Bottlenecks!

You are driving down the highway and traffic in front of you is backing up. Traffic is reduced to one lane causing a bottleneck. You are frustrated. There is nothing you can do about it. You will probably be late. It may be costing you money.

Bottlenecks in business always cost money. Expenses are increased, sales lost, customers dissatisfied, and employees overstressed.

Read **Dr. Eli Goldratt's** book "**The Goal**". See how a plant manager deals with bottlenecks and turns his plant from a chronic loser to a profit maker in three months!

Does your company have a bottleneck? World Class companies have a **Bottleneck Factor** of 3, while most N. American organizations average 15. Some companies we have encountered are as high as 63!!

Call **PQA** and we'll calculate your **Bottleneck Factor** for you while you are on the phone (Free!!).

New Seminar Schedule

Process Quality Associates is pleased to present its Quality Workshop Training Schedule for 1999. More courses are now offered in more locations, as you asked for. Your 1999 Schedule is included with this newsletter.

Upcoming Quality Workshops

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|-------------------------------------|----------|-------------|-----------|
| ◆ ISO 9000, Year 2000 Edition | Hamilton | March 31 | \$250+GST |
| ◆ TURBO Charge ISO/QS | Hamilton | April 1 | \$325+GST |
| ◆ Introduction to ISO/QS-9000 | Chatham | April 13 | \$250+GST |
| ◆ Internal Quality Auditor Training | Chatham | April 14,15 | \$625+GST |
| ◆ HACCP | London | April 20 | \$325+GST |

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