

## Spring Cleaning?

Last week, just when I seemed bogged down in my work, the Office Manager declared "OK everybody, Spring Cleaning time!"

I needed a break from what I was doing. I was happy to do some cleaning for a change of pace.

A quick and old fashioned quality test many people use is "Check the washrooms. If they are clean, then the place is OK." They use this test as an indicator for the quality of the whole establishment. I cleaned the washroom.

Later, I thought about that old quality test. What problems would cause a washroom not to be maintained? Bad scheduling? A shortage of supplies? Poor employee morale?

If the washroom was cleaned, would the problem be gone or just the symptom of the problem?

While spring cleaning, watch for opportunities to apply problem solving and trouble shooting techniques. Find root causes and implement effective solutions.

**Happy Spring Cleaning!**

## ISO 9000 Registrations

**PQA** is pleased to congratulate **Crates Unlimited**, and **Wayco Multi-Lift Inc.** on their success in their **ISO 9000** registration audits!

### Quotable Quote

Withholding feedback is like denying a plant water.

**Bob Merrow, Fanshawe College**

## Ten Most Common Mistakes Committed By New Exporters.

- **Failure to obtain export counseling** and to develop a master international marketing plan before starting an export business.
- **Insufficient commitment by top management** to overcome the initial difficulties and financial requirements of exporting.
- **Insufficient care in selecting overseas agents or distributors.**
- **Chasing orders from around the world** instead of establishing a base for profitable operations and orderly growth.
- **Neglecting export business** when the domestic market booms.

Call **PQA** for five more common mistakes committed by exporters.

**As enumerated by Business America.**

## Upcoming Quality Workshops

- ◆ **Quality Assurance Tools and Techniques**  
Kitchener April 28 \$325  
Mississauga June 16
- ◆ **Problem Solving and Trouble Shooting**  
Kitchener April 29 \$325  
Mississauga June 17
- ◆ **Introduction To ISO 9000, QS-9000**  
Hamilton May 11 \$250  
London May 18
- ◆ **Internal Quality Auditor Training**  
Hamilton May 12,13 \$625  
London May 19,20
- ◆ **HACCP (for the Food Industry)**