

**V 99 No.5A** This newsletter is free and may be copied or quoted as long as you state PQA as the source. To add or delete your name from the newsletter's Fax list, call PQA at (800)-837-7046

## How's your project going?

"Oh no! I am not going to have enough paint. Now I'll have to go to the paint store and get them to mix up another quart of "Celestial Blue".

How's **your** project going? Almost everybody has one. Who hasn't experienced the frustration of a project delay, or a cost overrun, or even had to cut the losses and abandon the project. These challenges can usually be tolerated in a home project, but business is not so forgiving.

Every employer's dream is to have a competent team with the ability to get things done; on time, on budget and with no "surprises" would seem inconceivable. Yet almost every project manager pulls his or her hair out trying to accomplish this dream. Is there a solution? There is! It is called **Critical Chain Project Management**.

This spring, **Process Quality Associates**, in conjunction with **Fanshawe College**, was pleased to present the Dr. Goldratt satellite seminar series "**The Theory of Constraints**", in which Dr. Goldratt showed how to apply the Theory of Constraints concepts to Project Management - a technique he calls **Critical Chain**.

This summer, **PQA's** trainers travelled to the corporate offices of **Prochain® Solutions** in Virginia. Prochain has developed a software program based on the Critical Chain methodology which greatly simplifies the day to day management of projects.

This fall, in addition to our regular training and consulting services, **PQA** is pleased to be offering a seminar on Critical Chain Project Management.

## ISO 9000:

### Year 2000 edition passes 2nd draft

The ISO 9000 standards have guided many companies in setting up management systems that have improved their businesses and demonstrated their capabilities to others. Just as your computers and software are updated to newer versions, the ISO standards are being revised to be simpler and more effective.

The committee revising the standard has published their 2nd draft. The current emphasis on manufacturing has been removed and the revised standard should be suitable for all sizes and types of organizations.

## September Training Workshops

### Kitchener:

- ◆ Statistical Techniques I (Basic) Sept. 14
- ◆ Introduction to ISO/QS-9000 Sept. 14
- ◆ Critical Chain Project Management Sept. 16
- ◆ Problem Solving & Trouble Shooting Sept. 21
- ◆ Internal Quality Auditing Sept. 28, 29

### London:

- ◆ Quality Assurance Tools & Techniques Sept. 15
- ◆ Reliability & Maintainability Sept. 21
- ◆ Problem Solving & Trouble Shooting Sept. 21
- ◆ Turbo charged ISO/QS-9000 Sept. 22
- ◆ Failure Mode & Effect Analysis (FMEA) Sept. 23
- ◆ Introduction to ISO/QS-9000 Sept. 29
- ◆ QS-9000/TE Sept. 30

## 1999-2000 Workshop Catalogue

**PQA's** 1999-2000 Workshop Catalogue is now ready for printing. The catalogue is designed to help you select the course that meets your needs. Call now to arrange to receive your free copy.