

**V00 No.4A** 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

## "What's a Large?"

Me: "I'll have an order of fries, please"

Clerk: "What size will that be?"

Me: "What sizes do you have?"

Clerk: "Small, regular and large"

Me: "What's the difference?"

She frowned and gestured to the three different sizes of containers stacked on the counter behind her.

Me: "I'll have a regular"

Clerk: "Anything else?"

Me: "I'll have a Coke"

Clerk: "What size?" ....

Have you ever noticed that large at one place is different from large at another? You may buy large sized clothes but still need to try them on because one brand's "Large" may be larger or smaller than another's?

Not so with eggs. Why? Because at one time egg producers agreed to a standard. A Grade "A" Large egg will have the same size and quality characteristics in any store.

Standards help promote commerce by removing uncertainty. The customer knows what to expect. The provider knows what is expected.

Most countries have standards bodies to regulate standards for their country. In order to harmonize standards and facilitate trade between countries, national standards organizations, such as the Standards Council of Canada, send delegates to the International Organization for Standardization to set common standards.

One international standard, ISO 9000, sets a management framework for the issues affecting quality within a company. Another, ISO 14000, helps companies act responsibly where their activities may have safety or environmental impact.

While registration to these standards is voluntary, many companies designate registered companies as preferred suppliers. Some customers will only deal with registered companies. **PQA** can help your company determine if registration is for you.

## Business Start-Up

**Client's Situation:** A sales agent found that his suppliers did not have the capacity to provide him with the product he could sell and his downstream customer desperately needed. He wondered how he could get some backing and set up his own production facility.

**PQA's Task:** Provide direction to the client on how to start his own production facility: what to consider, what to avoid, and how to proceed without jeopardizing his personal savings.

**PQA's Action:** PQA assigned a consultant with 25 years of industrial experience to assist the client. General philosophies were reviewed, possible plant locations were investigated throughout the region, market studies subsidized by the government were initiated, literature and patent search was conducted to find the latest improvements in the process technology, a detailed scope of work was developed, and the client was advised on the optimum corporate organization to ensure the private financiers, banks, and venture capitalists can work together on the client's project.

**Client's Result's:** The client has a plan with a specific timetable and a good chance of success.

## Workshops Coming to Windsor

Introduction to <b>ISO/QS-9000</b>	April 26
<b>Critical Chain</b> Project Management	May 2

## Workshops Coming to London

Measurement System Analysis ( <b>MSA</b> )	April 13
Failure Mode & Effects Analysis ( <b>FMEA</b> )	April 26
Production Part Approval Process ( <b>PPAP</b> )	April 27
Advanced Product Quality Planning ( <b>APQP</b> )	May 3
<b>ISO 9000:2000</b> (Year 2000 Revisions)	May 9
Theory of Constraints ( <b>TOC</b> )	May 17
Software Quality Assurance	May 18

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