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"We engineer the quality of your success"

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Circulated to people interested in improving their products and processes

What Can ISO 9000 Do For You?

The ISO 9000 Series of Quality Standards has quickly become the internationally accepted system for rating quality management and quality assurance for all types of organizations, regardless of size.

ISO 9000 demands top-notch data collection and record-keeping practices. This information enables you to spot patterns and trends -- both positive and negative -- that might otherwise have gone unnoticed. You thus gain the additional insight needed to take more effective action, eliminate inefficiencies and costs, and boost productivity.

The key benefits recognized by most companies that have achieved certification are as follows:

Benefits To Companies

- **Overall Cost Reductions.** Most companies see pay-back in one to three years.
- **Improved Business Performance.** ISO 9000 provides a system of continuous improvement that guides you to build quality into your product or service and helps to avoid costly after-the-fact inspections, warranty costs, customer returns & complaints, and rework. It also provides an excellent framework for solving persistent or recurring problems.
- **Market Advantage.** Registration adds instant credibility to your company because customers know you've met an objective, comprehensive standard. They don't have to take your word for it, because it has been verified by an accredited third party. This gives you a competitive edge over your non-registered competitors, and enhances the acceptability of your products and services.
- **Increased Employee Productivity & Morale.** There are fewer misunderstandings because everyone works to the same game plan. Has a positive effect on employees and their relationships with one another. Better morale can mean reduced absenteeism and employee turnover.
- **Greater Commitment** of employees to meeting company and customer expectations.
- **Establishes Consistent Quality Practices** that cross international borders, and provides a common language or set of terms.

Quotable Quotes

"I am convinced that the only edge we have on our competitors is the quality of our employees as reflected each day by the job they do."

- Bill Darden, Founder of Red Lobster
25 Yrs, 1968 - 1993

Benefits To Customers

- Customers are demanding their suppliers demonstrate they have quality processes. ISO 9000 assures them of your Company's commitment to quality, and your ability to consistently meet their requirements.
- Lets customers know your quality system meets an International Standard for Quality Assurance that puts into practice the modern quality philosophy of avoiding errors and mistakes by "getting it right the first time".
- Increased confidence in supplier quality and delivery. Less need to perform an audit of your processes before placing your Company on its preferred-supplier list.
- Improved communication with supplier.
- Creates a win-win environment for the quality community.

Benefits To Employees

- Enables employees to become more involved in the business and makes them more effective and valuable.
- Provides opportunities for employee recognition and more job satisfaction.
- Clarifies work requirements and job responsibilities.
- Standardizes processes, reduces variation. People communicate faster and with less friction because everyone's understanding of terms and procedures is the same.
- Empowers employees to contribute.
- Requires adequate training and equipment.

Benefits To Managers

- Provides them with better information with which to manage their business.
- Eliminates the need to micro-manage.
- Clarifies roles and responsibilities.
- Heightens attitude toward quality.
- Promotes teamwork.