

"We Engineer the Quality of your Success"

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V 99 No.4

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### Sign here !

"I'm *not* going to sign" she said, her face flaming red, her eyes sparkling. "How can you expect me to sign that this product is according to specifications when we *don't even have a copy* of the current specifications" she challenged.

"We've always just signed the product releases ... and the customer has never complained" they cajoled.

"You sign it then" she retorted; but they refused.

Much of the quality of life that we enjoy is because of the standards we have and the people, such as this woman, with the conviction to uphold them. Our food doesn't poison us, our appliances don't electrocute us, our houses don't collapse, our ...

It takes a special person to assure that standards are upheld. This is the type of person to train as an Internal Quality Auditor for your organization. The ISO 10011 guideline on auditing quality systems says auditor candidates should "remain true to a conclusion despite pressure to change that is not based on evidence". Call **PQA** for the nine other personal attributes auditor candidates should have.

### Upcoming Training Workshops

- ◆ **Statistical Techniques II (Advanced)**  
London July 8 \$325
- ◆ **Introduction to ISO/QS-9000**  
Kitchener July 20 \$250
- ◆ **Internal Quality Auditor Training**  
Kitchener July 21,21 \$625
- ◆ **Writing, Adapting and Reviewing Procedures**  
London July 29 \$325
- ◆ **Quality Assurance Tools & Techniques**  
Hamilton Aug 4 \$325
- ◆ **Problem Solving & Trouble Shooting**

### New Car Dealer Chooses ISO 9000 for consistent customer satisfaction

"**SEE THE DIFFERENCE QUALITY MAKES. .... ISO 9002 REGISTERED**", flashes the large electronic sign in front of London car dealership Wharncliffe Plymouth Chrysler.

"We always try to be better and different than the competition" said owner Patrick Kennedy when asked about the sign.

While Wharncliffe Plymouth Chrysler is already recognized as a leader in service and customer satisfaction, Mr. Kennedy sees the ISO system as a means of doing consistently the things they have been doing right for many years.

It will be the "standard whether you are in business or not in business 10 or 15 years down the road" he concluded.

### Are You Listed?

If you would like to know which companies are registered to the ISO 9000, QS-9000, ISO 14001, or AS9000 standards, there is a registry on the internet. It can be found at the following net site:

<http://www.globusregistry.com/cgi-bin/Organization/Public/orgsummary.cgi>.

It contains most of the registered companies in Canada, U.S. & Mexico. The Registrars provide the information to Globus Registry, and it is often several months out of date.

See if You are on the list.

**Times Change:** In 1940 "made in Japan" meant junk and the term "making out" referred to how you did on your exam.