



# PROCESS QUALITY ASSOCIATES INC.

*"We Engineer the Quality of Your Success"*

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## ISO-9000 CERTIFICATION

### **CLIENT's SITUATION**

The client was a supplier to the international defense organizations (e.g. NATO), foreign, and domestic governments, and research organizations for high-tech instrumentation. They were qualified to AQAP 1 but needed to move to the ISO-9001 standard. Their sister company had already started implementation of ISO-9001 with a \$250,000 budget. Due to the recession and customer demand, certification had to be obtained for less than \$120,000 and within six months.

### **PQA's TASK**

Lead the company's efforts in ISO-9001 certification, train the ISO-9001 steering committee on the main issues, and supply ISO-9001 expertise, interpretation, training, project management, management review, coaching, facilitation and applications methods.

### **PQA's ACTION**

PQA helped the company obtain government funding assistance for 50% of the project costs and the certification fee. Monthly meetings were held, an overall schedule was developed, and the development of the system manual was completed. Implementation goals were monitored and problems resolved promptly.

### **CLIENT's RESULTS**

The client achieved ISO-9001 certification in less than six months and was 26% under budget. Certification is presently being used to expand export markets and obtain additional business. The improvements achieved during the project are seen as an additional source of profits.