

# Quality Digest

# 2004 Quality Sourcebook

## Consulting

**W**hen an organization makes the commitment to improve its quality processes, there's a lot to consider in the beginning. Which quality improvement method should you use? What kind of monetary and time investment will this entail? Do you need to train your staff or hire experts? How soon will you see results? Are there consultants who can help with your effort?

The answer to the last question is a definite yes. When it comes to consulting, there are plenty of resources to tap. Most likely, your company will have no trouble finding several consultants who can guide the path to better quality. With this in mind, it's important to shop around before entrusting a consultant with your organizational dilemmas. The following directory is a good place to start.

The 2004 Quality Sourcebook's Consulting Directory lists hundreds of consulting companies that can help you with any aspect of your quality process. It includes experts in the Malcolm Baldrige National Quality Award, Six Sigma, statistical process control, leadership training, product certification, quality system development and more.

Because ISO 9001 registration presents unique challenges for businesses and organizations, consulting firms that specialize in ISO 9001 are listed in a directory under the Certification tab.

### Consulting Guide

Consulting Directory .....page 50

*Listed alphabetically by company name, the guide is a directory of consultants who handle specific areas of quality management. This directory includes the company name, city, state, phone and fax numbers, Web address, and a list of consulting topics covered. Only those companies that responded to our requests for information were included in this year's Quality Sourcebook.*

As with all *Quality Digest* directories, the Consulting Guide is in no way meant to endorse or exclude a particular organization. Rather, it's meant to be used as the starting point in the data-gathering process. Readers are encouraged to contact the companies directly for more information and to ask for—and check—references.

### Glossary

- 5S**—sort, store, shine, standardize, sustain (translated)
- APQP**—advanced product quality planning
- AS9100**—quality system requirements for suppliers to the aerospace industry
- CE Mark**—European Union production safety testing requirements
- DOE**—design of experiments
- FMEA**—failure mode and effects analysis
- GMP**—good manufacturing practices
- ISO**—International Organization for Standardization
- ISO 9001**—international quality management system administered by ISO
- ISO 14000**—international environmental management system administered by ISO
- ISO/TS 16949**—automotive quality management system administered by ISO
- IT**—information technology
- JIT**—just-in-time inventory system
- MRP**—materials resource planning
- OEM**—original equipment manufacturer
- QFD**—quality function deployment
- QMS**—quality management system
- SA8000**—social accountability standard
- Six Sigma**—quality process, developed at Motorola, focused on reducing defects to 3.4 defects per million opportunities
- SPC**—statistical process control
- TL 9000**—quality system requirements for suppliers to the telecommunications industry
- TPM**—total productive maintenance
- TQM**—total quality management

The information contained in *Quality Digest* directories, plus some additional information, is available online at [www.qualitydigest.com/directories](http://www.qualitydigest.com/directories).

**Key to Directory Abbreviations**

AS9100 .....	AS
Baldrige Award .....	BA
Benchmarking .....	BM
CE Mark .....	CE
Design of Experiments .....	DOE
Government Quality .....	GOV
ISO 9001 .....	9K
ISO 14001 .....	14K
ISO/TS 16949 .....	TS
Problem Solving .....	PS
QS-9000 .....	QS

Quality Function	
Deployment .....	QFD
Service Quality .....	SRV
Six Sigma .....	SS
SPC .....	SPC
Strategic Quality	
Planning .....	SQP
Suggestion Systems .....	SUG
Teams .....	TM
TL9000 .....	TL
TQM .....	TQM

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[www.3ctech.com](http://www.3ctech.com)  
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PS, QFD, SRV, SQP, TQM



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**AchieveGlobal**  
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Ph. 877-232-7719 Fax 813-631-5756  
[www.achieveglobal.com](http://www.achieveglobal.com)  
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AS, 9K, 14K, TS, QS, TL

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Ph. 800-552-7929 Fax 601-583-0897  
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**Advantageware Inc.**  
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AS, CE, GOV, 9K, PS, QFD, SQP, TQM

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<http://americanqualityresources.com>  
TS

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**Bill Kracht Consulting Services**  
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9K, PS

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9K, 14K, SRV

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PS, TM, TQM

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SPC

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