T he Quality Sourcebook's Software Guide features information on companies that provide quality software for ISO 9000, document control, calibration and flowcharting. Because there is such a wide variety of SPC software available, we have given SPC software its own section in this Quality Sourcebook. For more information on any of the products or services listed in this section, contact the companies directly. Please be sure to mention you saw their listings in *Quality Digest's* 2002 Quality Sourcebook!

Software Directory

Correct, up-to-date calibration records help ensure that all testing equipment is accurate and that test results are reliable and traceable to a test standard. The right calibration software makes it easier to document and control calibration equipment, saving companies time and money and offering a definite advantage to organizations with internal quality programs such as ISO 9000.

Most calibration software is designed to control and collect data directly from a test instrument, analyze test result data, and allow users to track calibration histories by means of a relational database.

The Calibration Software and Services Directory also contains information on companies that provide calibration services. The directory includes the company name, address, phone and fax numbers, Web address, and a brief description of the products and services offered.

A well-designed and secure electronic document control system should provide a safe and secure place for documents as well as a means for circulating only the current document revision while keeping old revisions on file. Such a system also needs to allow users to create new revisions, route them for approval and inform other users when a new revision supersedes an existing document.

The Document Control Software Directory lists companies that specialize in document control software and provides some details about specific products. Many of the products are for organizationwide document control, but some apply to specific segments of an organization's document control process. The directory includes the company name, address, phone and fax numbers, Web address, and a brief description of the company's products.

One could loosely define enterprisewide software as programs capable of being used throughout an organization, by multiple users in different departments or even at different sites. Such programs often utilize a modular design, wherein different modules have specific scopes (e.g., corrective actions, customer-complaint tracking and document control).

Our Enterprisewide Quality Software Directory lists the contact information and brief descriptions, if provided to us, of companies that say they produce quality-related software that is "enterprisewide." Please note that as the definition of this contemporary software buzzword is far from absolute. Therefore, Quality Digest *has not critically screened the entries we received. Be sure to contact the companies directly for more specific information about their offerings.*

This directory of ISO 9000 software manufacturers includes the company name, address, phone and fax numbers, Web address, and a brief description of the software company's products or services. (Please note that not all companies provided us with descriptions.)

As with all *Quality Digest* guides, the Software 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.

We appreciate any feedback you have on our Software Guide. If you have any suggestions for how we can improve this guide for next year, e-mail them to *sourcebook @qualitydigest.com.*