

Quality Digest

2001 Quality Sourcebook Consulting Guide

Thousands of consultants offer a variety of services in countless disciplines. Finding a consultant is relatively simple, but choosing the right one to fit your company's specific needs can be an immense and challenging task. It can also be one of the most significant decisions a company can make. Because consulting trends come and go, it's important to have a wide variety of options from which to make that all-important choice about who will help guide your company to greater success.

Because ISO 9000 registration presents unique challenges for businesses and organizations—and requires particular expertise and experience of consultants—you will find consulting firms that specialize in ISO 9000 in a separate directory, beginning on page 34, in the Certification section of this Quality Sourcebook.

The Quality Sourcebook's 2001 Consulting Guide, which gives you a look at which consultants are available in your location and in your company's areas of interest, is designed to ease the burden of the consultant selection process. We compiled this list by faxing all of the U.S. and Canadian consulting organizations in our database. The Consulting Guide lists those consultants who responded to our request for information about their organizations. Consultants included in this guide provide a wide range of services, including leadership development training, guidance in meeting the Malcolm Baldrige National Quality Award criteria, organizational assessment, product certification, quality system development, and support of lean manufacturing and Six Sigma implementation efforts.

Consulting Guide

Consulting Matrix62

The matrix provides a handy reference to which companies offer consulting services for which standards and quality topics, including the Baldrige criteria, benchmarking, design of experiments (DOE), problem solving, teams and total quality management (TQM).

Consulting Directory72

Listed alphabetically by company name, the guide is organized as a directory of more than 400 consultants that handle specific areas of quality management. This directory includes the company name, address, phone and fax numbers, Web address, and a brief description of the consultant's services. (Please note that not all companies provided us with descriptions.) If your favorite consultant doesn't appear in this year's guide, we apologize; most consultants were contacted numerous times. We've only listed companies that responded to our requests for information.

As with all *Quality Digest* guides, 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. Please be sure to mention you saw their listings in *Quality Digest's* 2001 Quality Sourcebook!

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

Glossary

APQP—advanced product quality planning

AS9100—quality system requirements for suppliers to the aerospace industry (previously known as AS9000)

Big Three—DaimlerChrysler, Ford and General Motors

CE Mark—European Union product safety testing requirements

CQA—certified quality auditor

CQE—certified quality engineer

CQMgr—certified quality manager

DOE—design of experiments

GMP—good manufacturing practices

ISO 9000—international quality management system standard administered by the International Organization for Standardization

ISO 14000—international environmental management system standard administered by the International Organization for Standardization

IT—information technology

JIT—just-in-time inventory system

MRP—materials resource planning

OEM—original equipment manufacturer

QFD—quality function deployment

QS-9000—quality system requirements for suppliers to the Big Three

SA8000—social accountability standard

Six Sigma—quality process, developed at Motorola, focused on reducing defects to a six sigma level (3.4 defects per million parts)

SMWT—self-managed work teams

SPC—statistical process control

TE Supplement—quality system requirements for tooling and equipment suppliers to the Big Three

TL 9000—quality system requirements for suppliers to the telecommunications industry


TPM—total productive maintenance

Consulting Guide	AS9000	BALDRIGE	BENCHMARKING	CE MARK	DOE	GOVT. QUALITY	ISO 9000	ISO 14000	PROB. SOLVING	QS-9000	QFD	SERVICE QUALITY	SPC	SQP	SUGGESTIONS	TEAMS	TL 9000	TQM
3C Technologies Inc. P. 800-327-6583 F. 419-868-8993 www.3ctech.com	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X
4a Better Business Inc. P. 847-470-4513 F. 847-470-3511 www.4abetterbusiness.com						X		X		X	X	X	X	X	X	X	X	X
Abbott Associates Inc. P. 864-297-9598 F. 864-297-8624 www.abbottwalkabout.com		X		X				X			X	X	X				X	
AchieveGlobal P. 877-982-2443 F. 813-971-3511 www.achievegloab.com											X				X			
Action Management Associates P. 972-386-5611 F. 972-386-5620 www.actionm.com								X							X			
Adrian Group P. 800-552-7929 F. 757-440-0189 www.adriangroup.com	X				X	X	X	X	X	X	X	X	X	X	X	X	X	X
Advanced Systems Consultants P. 480-423-0081 F. 480-423-8217 www.mpcps.com				X				X	X		X	X						
Advancement Strategies Inc. P. 812-333-1751 F. 812-334-1491 www.actionpacks.com											X				X			
Advantage Management Systems P. 407-774-3234 F. 407-774-5432 www.advantagemgmt.com	X	X			X	X		X			X	X	X	X	X	X	X	X
Advantageware Inc. P. 888-858-0800 F. 212-319-1016 advantageware.com		X						X		X	X				X			
Advent Management International P. 800-726-7985 F. 610-388-9338 www.getresults.com	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Affiliated Educational Consultants P. 888-880-7490 F. 773-508-4068 www.aecld.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
AIC Quality Services Inc. P. 281-398-7888 F. 281-398-7874 www.aicservices.com		X			X	X	X		X		X	X	X		X	X	X	X
Alamo Learning Systems P. 800-829-8081 F. 925-277-1919 www.alamols.com	X	X				X	X	X	X			X	X			X	X	X
American Quality Associates Inc. P. 561-286-8430 F. 561-286-8490 www.amerquality.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
American Supplier Institute Inc. P. 800-462-4500 F. 734-464-1399 www.amsup.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Ames & Associates Inc. P. 952-884-6566 F. 952-884-6595		X						X		X	X	X	X				X	
Anderson-Roman Technologies P. 770-512-0888 F. 770-522-0051 www.anderson-roman.com					X	X	X	X	X	X	X	X	X	X		X	X	X
Antioch Consulting Group P. 925-706-1970 F. 925-779-9230 www.expert-market.com/acg								X							X			
Applied Quality Systems Inc. P. 800-633-2588 F. 651-633-7903 www.aqsperformance.com	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X
Applied Technology P. 408-266-5174 F. 408-266-5174				X						X		X						
AQA Company P. 800-600-3601 F. 626-796-9070 www.pengroup.com/affiliates/bti			X			X	X		X									


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Arch Associates LLC P. 248-449-5433 F. 248-449-5434 www.archassociates.com	X	X	X			X		X	X	X	X	X	X	X				X
Argyle Associates Inc. P. 914-533-6655	X	X				X	X	X	X	X	X	X	X	X				X
Auditor Training Institute Inc. P. 773-685-8004 F. 773-685-0451 www.quikpage.com/A/auditor	X					X	X		X								X	X
Ron Bane Consulting P. 408-245-3258 F. 408-245-3955		X	X			X		X		X	X	X	X	X	X	X	X	X
Baxter Associates P. 248-645-1724 F. 248-647-3904 www.bax1.com	X	X			X		X	X	X	X		X			X		X	X
Benchmark Technologies Corp. P. 800-637-9536 F. 419-843-7218 www.benchmark-usa.com		X			X		X	X	X	X	X	X	X	X				
Best Practice Institute P. 716-248-5712 F. 716-248-2940			X															
Best Practices LLC P. 919-403-0251 F. 919-403-0144 www.best-in-class.com			X									X		X	X	X	X	X
Besterfield & Associates P. 618-394-1794 F. 618-394-1794	X				X		X	X	X	X		X					X	
Thomas A. Bishop & Associates P. 614-885-5255 F. 614-885-9814					X			X				X	X					X
BJ Chakiris Corp. P. 800-537-6256 F. 312-527-2258 www.simulationsforbusiness.com																X		
BlueFire Partners P. 553-338-0313 F. 612-338-4222 www.bluefirepartners.com					X	X		X		X	X	X	X		X		X	X
Brewer and Associates Inc. P. 972-641-8020 F. 972-641-1327 www.bai-bk.com		X				X		X				X						
Brian P. Little Associates P. 612-543-8269 F. 612-543-8271						X	X	X	X						X	X	X	X
BTI Services Inc. P. 905-686-0101 F. 905-686-8101 www.pengroup.com/affiliates/bti	X				X		X	X	X	X	X	X	X	X	X	X	X	X
Burnett Associates P. 716-223-0724 F. 716-223-9057	X	X				X		X		X		X		X				X
Business Analysts LLC P. 480-899-9603 F. 480-899-9037	X					X		X	X						X	X	X	X
Business Improvement Systems P. 727-939-0902 F. 727-934-9189		X			X			X				X			X	X	X	X
Business Process Improvement P. 281-304-9504 F. 281-304-9505 www.bpicconsulting.com					X			X				X	X	X	X	X	X	X
Business & Quality Mgmt. Systems P. 800-934-9001 F. 510-739-1071 www.bqms.com			X	X		X	X	X	X			X	X		X	X	X	X
Bywater Inc. P. 203-973-0344 F. 203-973-0345 www.bywater-consulting.com		X				X	X	X	X	X	X	X	X	X	X	X	X	X
C.G. Wright & Associates P. 800-713-1246 F. 760-929-1791 www.cgwa.com								X								X		X
Canatech Consultant Group Inc. P. 306-789-5091 F. 306-789-5091 www.cableregina.com/business/canatech					X		X	X				X			X		X	X
Castle Engineering Services Inc. P. 905-648-2569 F. 905-648-2569						X		X				X						
CCS Business Improvement Services P. 905-847-7811 F. 905-847-7845 www.ccsbis.com			X			X	X	X	X			X			X			

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CEBOS Ltd. P. 248-357-1844 F. 248-357-1846 www.cebos.com						X	X		X		X	X	X			X		X
CEEM Inc. P. 800-745-5565 F. 703-250-5313 www.ceem.com	X		X			X	X	X		X		X	X	X			X	
Ctr. for Continuous Qlty. Improvement P. 515-296-9796 F. 515-296-7096 www.ccqi.com					X	X		X				X	X			X		X
Center for Quality Excellence P. 770-528-7407 F. 770-528-7454 www2.spsu.edu/cqe	X	X	X	X	X	X	X	X		X	X	X	X		X		X	
Change Management Consulting P. 973-696-7878 F. 973-696-5858 www.cmc-global.com	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Chartier, Larose et Associes Inc. P. 514-933-0483 F. 514-933-9733 www.chartier-larose.com						X	X	X			X	X	X	X				X
Clark Quality Advantage Inc. P. 888-234-6737 F. 219-642-5004 www.clarkqa.com	X		X	X		X	X	X	X	X	X	X	X	X			X	X
Clive Shearer P.E. Mgmt. Consultant P. 425-643-1233 F. 425-746-5912								X			X							X
Clydesdale Int'l. Mgmt. Consulting P. 800-360-4476 F. 650-367-7383 www.clydesdale.com	X	X				X	X	X	X						X	X	X	
COAST Quality Metrology Systems P. 949-492-6321 F. 949-492-6321 www.home.earthlink.net/~cqms						X	X		X			X						
Collier & Associates P. 714-562-8155 F. 714-562-8631 www.collierassociate.com	X					X			X		X							
Competitive Edge P. 714-962-9921 F. 714-962-9921 www.competitiveedge.com		X	X			X	X	X		X	X	X	X	X		X	X	X
Competitive Solutions Inc. P. 770-667-9071 F. 770-667-9020 www.competitive-solutions.net			X					X		X	X				X			
Consultants in Quality Inc. P. 888-330-8283 F. 319-339-9488 www.cob.niu.edu/execclub/mem/serv/stump.html		X	X		X	X	X	X	X	X	X	X	X	X		X		X
Continuous Improvement Technology P. 847-459-3880 F. 847-394-9587	X	X				X	X	X	X	X	X	X	X	X		X	X	X
Corporate Dynamics Inc. P. 888-267-7396 F. 630-778-9915 www.corpdyn.com			X					X			X				X			
Council for Continuous Improvement P. 925-960-8740 F. 925-960-8745 www.cci.org		X	X	X				X		X		X	X			X		X
CSG Inc. P. 800-222-9001 F. 703-205-0684 www.csqincorp.com						X			X				X					X
D'Ardenne Associates Ltd. P. 540-674-2350 F. 540-674-2535 www.dardenneassociates.com		X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Datachem Software Inc. P. 800-377-9717 F. 508-366-5278 www.certistep.com																		X
The Decision Group P. 704-364-4619 F. 704-367-0797 www.decisiongroup.com		X						X								X		X
Development Dimensions Int'l. P. 800-933-4463 F. 412-257-3916 www.ddiworld.com											X				X			

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DI Quality Consulting Services P. 734-995-9004 F. 734-995-0935						X			X									
DOES Institute P. 800-236-3637 F. 336-723-5109 www.does.org				X								X						
Drewe & Associates P. 512-263-2960 F. 512-263-2960 www.drewe.com						X				X			X					
E. Burns Consulting P. 519-836-0363 F. 519-767-6727		X				X	X	X	X	X	X	X	X	X	X	X	X	X
Eagle Group USA Inc. P. 800-508-9044 F. 248-355-4623 www.eaglegroupusa.com	X	X				X	X	X	X	X	X	X	X	X	X	X	X	X
EAQA USA Registrars Inc. P. 714-373-3773 F. 714-373-3775 www.eaqausa.com	X					X	X		X									
E. Mich. Univ.—Center for Quality P. 800-932-8689 F. 734-481-0509 www.centerforquality.org	X	X	X		X	X	X	X	X	X	X	X	X	X				
Educational Data Systems Inc. P. 313-271-2660 F. 313-271-2698 www.educational-data-sys.com						X			X		X	X						
EduVision Inc. P. 888-818-6403 F. 905-825-5513 www.eduvision.on.ca					X	X					X							X
Escoe/Bliss Communication P. 888-814-3633 F. 949-263-9249 www.escoebliss.com				X		X			X	X		X			X			
Essential Resources LLC P. 888-326-7250 F. 888-326-7251	X	X	X			X	X	X	X	X	X	X	X					X
ETC Group Inc. P. 800-987-0020 F. 916-772-0544						X	X		X	X		X	X		X	X	X	
EtQ Inc. P. 800-354-4476 F. 516-293-0784 www.etq.com	X					X	X		X								X	X
EuroQuest P. 800-355-3876 F. 770-395-0737 www.euroquest.net	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
EW Management Systems Inc. P. 888-660-9895 F. 513-232-9894 www.ewmsiso.com	X					X	X		X			X					X	
Excel Partnership Inc. P. 800-374-3818 F. 203-426-7811 www.excelpartnership.com	X		X	X	X	X	X	X	X	X	X	X	X	X	X			X
EXPERTech Associates Inc. P. 978-371-0066 F. 978-371-1676 www.fdahelp.com						X			X				X				X	
Falconi & Associates Inc. P. 513-874-5415 F. 513-868-0041 home.switchboard.com/FalconiAndAssociatesInc					X	X	X											X
Farallon Consultants Ltd. P. 250-370-9664 F. 250-370-9420	X					X	X		X		X							
FED-PRO Inc. P. 800-833-3776 F. 815-227-1984	X	X				X	X	X	X		X	X					X	X
G.R. Technologies P. 905-856-1320 F. 905-856-1369 www.grtechnologies.com				X		X	X	X	X		X	X	X	X	X	X	X	X
General Physics Corp. P. 800-843-4784 F. 248-588-2986 www.genphysics.com		X				X		X	X			X					X	X
George S. May International Co. P. 800-999-3020 F. 847-825-7937 www.georgesmay.com		X				X		X	X	X	X	X	X	X	X			X

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Georgia Tech Center for International Standards & Quality P. 800-859-0968 F. 404-894-1192 www.cisq.gatech.edu	X		X	X		X	X	X	X			X						
GHR Associates P. 973-838-8915 F. 973-838-8915 ghrassociates.com						X		X				X						
Global Quality Institute P. 905-452-9788 F. 905-452-1273 www.globalquality.com						X	X	X	X	X	X	X	X					
GlobalQual Inc. P. 248-932-8438 F. 248-932-8438						X		X	X	X	X	X	X	X				X
GOAL/QPC P. 800-643-4316 F. 603-870-9122 www.goalqpc.com					X	X		X	X	X	X	X	X	X	X	X	X	X
The Greenwich Consulting Group P. 401-245-5254 F. 401-245-5149	X					X		X	X			X	X	X				
Group 9000, M.E. Williams Ltd. P. 978-256-9141 F. 978-256-3489 www.group9000.com	X					X	X		X									
Gunneson Group International P. 973-347-1313 F. 973-347-5959 www.gunnesongroup.com		X	X			X	X	X	X	X	X	X	X	X	X	X	X	X
H.J. Steudel & Associates Inc. P. 608-271-3121 F. 608-271-4755 www.hjsteudel.com	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X	X
H.W. Fahrlander & Associates P. 972-783-1216 F. 972-783-6043	X		X			X	X		X	X	X	X	X	X	X	X	X	X
Harrison M. Wadsworth & Associates P. 404-255-8662 F. 404-250-1493		X			X		X		X			X						X
Health Care Engineering Inc. P. 703-938-8555 F. 703-938-5227 www.pegasus-hc.com	X				X	X	X	X	X	X	X	X	X	X	X	X	X	X
Hellier Technical Training & Consulting P. 860-739-8950 F. 860-739-6732 www.helliermdt.com												X						
Hertzler Systems Inc. P. 219-533-0571 F. 219-533-3885 www.hertzler.com													X					
HESTER Associates Inc. P. 508-945-4860 F. 508-945-4862 www.hesterassociates.com	X				X		X	X	X	X	X	X	X	X			X	X
Hogan Ctr. for Performance Excellence P. 972-406-1976 F. 972-406-2922 www.hogancenter.com	X	X	X			X	X	X	X	X	X	X	X	X	X	X	X	X
Hong Kong Standards & Testing Ctr. P. 212-355-5596 F. 212-421-1940 www.hk-ic.com	X		X			X	X		X									X
Human Quality Educational Products P. 613-347-1858 F. 613-347-7630 www.human.ca					X		X		X	X	X	X	X	X	X	X	X	X
Huntington Quality Associates Inc. P. 800-496-8476 F. 219-356-6006 www.hqa.com			X	X		X	X	X	X	X		X	X	X			X	X
Independent Qlty. Assurance & Mgmt. P. 604-943-7459 F. 604-943-7459			X			X			X			X	X	X		X	X	X
Independent Quality Consultants P. 763-441-7912 F. 763-441-6977	X		X			X			X									
Industrial Educational Services P. 615-352-8194 F. 615-352-8194						X		X	X			X	X			X		
INFORM P. 703-680-1436 F. 703-680-1356 www.informintl.com	X		X			X	X		X									X
Innova Training & Consulting P. 800-621-3366 F. 515-278-2245 www.innovatraining.com								X							X			


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Institute of Certified Qlty. Consultants P. 734-454-4840 F. 734-454-4860 www.instcert.com			X			X	X	X	X		X		X					X
InTechnology Corp. P. 800-245-9722 F. 719-522-0679 www.intechnology.com	X					X		X					X			X		X
Interax Corp. P. 219-299-0660 F. 219-299-0683 www.interaxcorp.com								X			X		X		X			
Interax Group P. 888-401-3956 F. 902-485-6058 www.interaxgrp.com	X					X	X	X	X	X							X	X
Interliance LLC P. 800-540-7917 F. 714-540-7917 www.interliance.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
International ISO Group Inc. P. 800-476-3066 F. 513-851-5881 www.qs-iso9000.com	X				X	X	X	X	X		X	X	X				X	X
International Quality Associates P. 503-531-0302 F. 503-531-7259 www.iqa.com	X	X	X			X	X	X	X		X		X				X	X
International Quality Consultants P. 724-284-3738 F. 724-284-1310 www.iqcconsulting.com		X				X												
Int'l. Quality & Productivity Center P. 312-977-0180 F. 312-977-1931 www.iqpc.com		X			X													


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IQC Inc. P. 800-450-1387 F. 937-264-1370 www.iqcinc.com	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X
IQS Inc. P. 800-635-5901 F. 440-333-3752 www.iqs.com	X					X	X		X					X	X	X	X	X
IQuES P. 800-793-2691 F. 248-344-9759 www.iques.com	X		X			X	X	X	X	X			X	X				
ISO 9000 Quality Systems Mgmt. P. 905-336-5002 F. 905-336-0288			X			X	X	X	X			X						
ISO Accel Inc. P. 888-476-9103 F. 925-828-4468 www.isoaccel.com	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
ISO America Inc. P. 972-529-1253 F. 972-529-1341 www.isoamerica.com	X		X			X	X	X	X	X			X	X			X	
ISO Auditing Network P. 800-476-9006 F. 909-277-2005 qualitypartners.net	X		X			X	X	X	X			X			X	X	X	X
ISO 9.com P. 510-808-2590 F. 509-357-8673 www.iso9.com	X					X			X								X	
ISOguru Inc. P. 858-621-9001 F. 858-621-9003 www.isoguru.com	X		X	X	X	X	X	X	X	X	X	X	X	X		X	X	X
ITTI LLC P. 770-998-6379 F. 770-998-6316 www.ittillc.com						X	X	X	X	X		X	X	X			X	X

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J.F. Young International Inc. P. 888-854-8200 F. 905-892-3151 www.jfyi.com	x				x	x	x	x	x	x	x	x	x			x	x	
JCM-Tech Inc. P. 614-766-3670 F. 614-792-1607 www.jcmtech.com									x		x	x	x	x	x	x		x
John P. Leslie Associates P. 252-975-6567 F. 252-975-6567		x	x			x			x		x	x		x				x
L. Marvin Johnson and Associates P. 626-919-1728 F. 626-919-7128 www.lmarvinjohnson.com						x	x											
Jonathon Cope Associates Inc. P. 503-636-3709 F. 503-636-1578 www.jcope.com			x		x		x		x		x	x						x
Juran Institute Inc. P. 800-338-7726 F. 203-834-9891 www.juran.com		x	x		x	x	x	x	x	x	x	x	x	x	x	x		x
Kavon International Inc. P. 888-637-9598 F. 440-286-9510 www.kavon.com	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Ken Jackman & Associates P. 708-309-5249 F. 847-843-3789 www.iso9000trainer.com						x			x									
Keystone Technical Associates Inc. P. 610-208-0710 F. 610-372-2099 www.ktai.com					x	x	x	x	x	x	x	x	x	x	x	x	x	x
Kolimat Inc. P. 847-816-1638 F. 847-816-1668						x		x	x			x	x	x				
Kossoff Management Consulting P. 650-697-8440 F. 650-697-8990 www.kossoff.com						x					x		x					x
Latzko Associates P. 201-868-5338 F. 201-868-5338						x			x			x	x	x				x
Launsby Consulting P. 800-788-4363 F. 719-282-3099 www.launsby.com					x						x		x					x
Litvan Enterprises P. 507-643-6057 F. 507-643-6057 www.isoguy.com			x			x			x									
Lorien Inc. P. 216-524-2200 F. 216-524-1488																		
M. Brendan Duffy P. 409-722-6241 F. 409-722-7996 users.aol.com/mbduffy/								x				x						x
M.E.N. Associates P. 216-973-1211 F. 216-749-1160 www.menassociates.org						x		x	x		x	x	x					x
Macpin Associates Inc. P. 201-529-4343 F. 201-529-4143		x	x			x	x	x	x	x	x	x	x	x	x	x	x	x
Management Engineers P. 815-577-9746 F. 815-577-9751	x				x	x	x	x	x	x	x	x	x	x	x	x	x	x
Management Resources International P. 734-429-0747 F. 734-944-0748 www.mri-inc.com		x	x		x		x	x	x	x	x	x	x					x
Management Software International P. 781-279-1919 F. 781-279-2929 www.msixpert.com	x					x	x	x	x				x	x	x	x	x	x
Management Systems Improvement P. 714-633-8859 F. 714-633-8860																		
Marcop International P. 248-424-5621 F. 248-424-8009		x	x	x		x	x	x	x	x	x			x	x	x	x	x
Math Options Inc. P. 888-764-3958 F. 503-218-6587 www.mathoptions.com					x							x						

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McCormick, Delisle & Thompson P. 519-767-0725 F. 519-767-0983 www.mdt.on.ca	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Measure-All Inc. P. 800-758-2376 F. 513-829-1105 www.measure-all.com								x				x		x				
Medical Resource Management P. 800-401-2002 F. 801-521-2663 www.newpracticemed.com			x					x				x	x	x		x		x
Metropolitan Community Colleges Business & Technology Center P. 800-841-7158 F. 816-482-5454 www.btccenter.com	x					x	x		x			x				x		x
Modern Technologies Corp. P. 937-252-9199 F. 937-252-9782 www.modtechcorp.com/6.0/6.2.html	x	x	x	x	x	x	x		x		x	x	x	x	x	x		x
Moorhill International Group Inc. P. 480-491-2007 F. 480-491-2101 www.moorhill.com	x					x	x		x								x	
Motorola Univ. Consulting & Training P. 800-446-6744 F. 847-538-2578 mu.motorola.com			x			x						x	x	x		x	x	x
Moye Co. Ltd. P. 416-248-9187 F. 416-248-9187	x					x			x			x				x	x	
MRJ Consultants Inc. P. 973-377-6136 F. 973-377-0819	x					x	x	x	x	x	x	x	x	x	x	x		x
MSQPC—The Quality Center P. 901-543-3528 F. 901-543-3510 www.msqpc.com		x	x			x	x		x			x						x
N-Compass Consulting P. 203-359-8098 F. 203-359-8098						x			x			x	x	x		x		x
Naumann and Associates Inc. P. 800-276-9778 F. 208-345-8300 www.naumann.com												x	x		x			
Nelson Associates P. 904-797-2941 F. 904-797-2941 www.nelsonassoc.com						x			x			x				x		x
New Learning Systems P. 408-867-1828 F. 408-867-8665 www.newlearningsystems.com						x			x			x	x			x		x
Oak Wood Associates Ltd. P. 419-832-3432 F. 419-832-3402 www.oakwoodltd.com						x			x			x		x		x		x
Olympic Performance Inc. P. 503-692-5573 F. 503-692-5254 www.turbotraining.com		x				x	x					x						x
Omni Tech International Ltd. P. 517-631-3377 F. 517-631-7360 www.omnitechintl.com	x		x		x		x	x	x				x	x		x	x	x
Operations Concepts Inc. P. 856-667-4461 F. 856-667-4602 www.operationsconcepts.com			x			x					x			x				
Oriel Inc. P. 800-669-8326 F. 608-238-2908 www.orielinc.com					x				x			x	x	x		x		x
OSU-OKC P. 405-945-8611 F. 405-945-3329 www.osu-okc.edu																x		x
P4 Management Solutions P. 505-897-5065 F. 505-994-4897 www.p4solutions.com		x	x						x			x	x	x	x	x	x	x
The Pacesetter Group P. 609-683-5225 F. 609-683-5775 www.pacesettergroup.com			x						x			x		x		x		x


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Papa & Associates Inc. P. 416-512-7272 F. 416-512-2016	x					x	x		x			x					x	x
Parr Consulting Inc. P. 847-540-6919 F. 847-540-6919	x					x	x		x				x					
Partners Through Change Inc. P. 303-777-9680 F. 303-765-4567 www.partnersthroughchange.com						x		x								x	x	x
PDA International Inc. P. 888-732-9977 F. 781-380-3516 www.pdainternational.com	x	x	x			x	x	x	x			x	x				x	x
PDS Inc. P. 727-443-0313 F. 727-441-2934 www.pds-inc.com								x								x		
Peak Consulting Group Inc. P. 408-248-2362 F. 408-249-3009 www.peakconsult.com	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Performance & Quality Consulting Group P. 804-525-6607 www.pqcg.com		x			x	x	x	x		x		x	x			x		
Pilgrim Software P. 813-915-1663 F. 813-915-1948 www.pilgrimusa.com	x					x	x	x	x	x			x	x			x	x
PIVOT Management Consultants P. 877-748-6862 F. 909-982-7161 www.pivotmc.com	x	x	x		x	x	x	x	x	x	x	x	x	x		x	x	x
Plante & Moran LLP P. 248-223-3323 F. 248-352-0018 www.plante-moran.com		x	x			x	x	x	x	x		x	x			x		x

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 PlanTech Inc. P. 888-228-7676 F. 248-615-0292 www.plantechinc.com			x				x		x	x		x	x	x	x	x	x	x
The Pleiades Company P. 973-248-0555 F. 973-616-9858 www.pleiadesquality.com						x	x	x	x		x	x		x	x	x		x
Pleiades International Inc. P. 800-816-0110 F. 317-582-1122 www.pleiadesintl.com	x	x	x		x		x	x	x	x		x	x	x			x	x
Plexus Corp. P. 888-753-9871 F. 651-644-4949 www.plexus-training.com	x						x	x		x	x		x	x				
PMC/Production Modeling Corp. P. 313-441-4460 F. 313-441-2547 www.pmc.com				x					x					x				
Powerway Inc. P. 800-964-9004 F. 317-598-1740 www.powerway.com							x	x		x			x					
PQ Systems Inc. P. 800-777-3020 F. 937-885-2252 www.pqsystems.com				x	x	x			x			x	x					x
Preferred Quality Services Inc. P. 352-527-3758 F. 352-527-6797							x			x								x
PRIME Consulting Group P. 510-794-1189 F. 510-792-2804 www.primecg.com							x		x			x	x	x		x		x
Process Quality Associates Inc. P. 800-837-7046 F. 519-667-1722 www.pqa.net	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

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Productivity Improvement Center P. 800-263-3735 F. 905-721-3339 www.pic-northamerica.com														X	X	X	X	X			X						
Productivity Improvement Center (US) P. 800-727-6222 F. 615-884-1082 www.pic-northamerica.com										X				X	X	X	X	X	X		X						
Professional Technology Systems P. 800-552-7929 F. 757-440-0189 www.ptsys.com										X				X	X	X	X	X	X	X	X	X	X	X	X	X	X
The Project Technologies Group Inc. P. 248-476-1234 F. 248-476-6682 www.projecttech.com										X			X		X	X	X	X	X	X	X	X	X	X	X	X	X
Projects Quality Inc. P. 804-778-7990 F. 804-778-4720 www.projectsquality.com										X					X	X	X	X			X				X	X	
ProSavvy P. 800-983-9737 F. 720-873-5602 www.prosavvy.com											X					X					X						X
ProSolve Consulting Ltd. P. 403-266-1030 F. 403-266-1097															X	X	X				X		X	X	X	X	X
Q² Inc. P. 937-335-8595 F. 937-335-8595										X		X		X	X	X	X	X	X	X	X	X	X	X	X	X	X
Q21... 21st Century Quality LLC P. 800-835-6863 F. 231-893-5151 www.q21.com										X					X	X		X			X				X		
QAI P. 800-700-6067 F. 317-290-4371 www.trainingforiso9000.com														X	X	X	X	X	X	X	X					X	
QASNA Inc. P. 714-898-0893 F. 714-373-3767 www.qasna.com										X					X		X										
QBEK P. 302-452-9257 F. 302-452-9475 www.qbekinspection.com										X		X			X		X										
QCI International P. 530-347-1334 F. 530-347-6987 www.qci-intl.com											X					X					X	X			X	X	X
QM Consulting Inc. P. 800-862-3229 F. 800-862-3229 www.qm-consulting.com										X					X	X		X									
QPT Associates P. 540-731-1502 F. 540-831-6261																								X	X		
Qualified Solutions Inc. P. 513-779-2400 F. 513-777-6883															X	X	X				X		X	X	X	X	
Qualitran Professional Services Inc. P. 800-461-9902 F. 705-329-1890 www.qualitran.com													X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Quality Advisors Inc. P. 800-900-5222 F. 858-592-7706 qualityadvisors.com										X					X	X		X							X		
Quality Assurance Audits & Consulting P. 310-549-1958 F. 310-549-9702 www.qaaudits.com										X					X						X				X	X	
Quality Assurance Institute P. 407-363-1111 F. 407-363-1112 www.qaiusa.com											X	X								X	X	X					X
Quality Breakthroughs P. 800-450-0661 F. 218-829-1221 www.qualitybreakthroughs.com											X				X	X		X			X	X	X	X	X	X	X
Quality Consulting P. 262-567-2854 F. 262-567-7289 www.execpc.com/~quality/															X	X	X				X			X	X	X	
Quality Consulting Services Inc. P. 877-553-0399 F. 602-547-3614										X					X	X	X				X	X			X	X	
										AS9000	BALDRIGE	BENCHMARKING	CE MARK	DOE	GOVT. QUALITY	ISO 9000	ISO 14000	PROB. SOLVING	QS-9000	QFD	SERVICE QUALITY	SPC	SQP	SUGGESTIONS	TEAMS	TL 9000	TQM
Quality Control Systems and Services P. 949-388-7686 F. 949-388-7696 www.qcss.com										X					X	X			X				X			X	
Quality Education Services Inc. P. 800-966-3291 F. 972-783-8953 www.qesinc.com										X		X		X		X		X	X	X	X	X	X	X	X	X	X
Quality Innovations Inc. P. 888-698-7308 F. 561-624-7276										X	X				X	X		X			X	X	X	X	X	X	X
Quality Management International P. 800-971-4001 F. 800-329-9004 www.aworldofquality.com										X			X		X	X	X	X	X	X	X	X	X	X	X	X	
Quality Management Resources F. 607-786-1190											X				X												X
Quality Management Solutions P. 800-628-6424 F. 860-442-3393 www.qmsolutions.com										X	X		X		X	X		X	X								X
Quality One Associates P. 262-821-2030 F. 262-821-3572 www.qualityoneassociates.com										X	X	X			X		X	X			X	X					
Quality Partnering P. 319-863-9026 F. 319-863-9026															X												
Quality Partners (CA) P. 800-476-9999 F. 626-791-7145 www.qualitypartners.net										X		X			X	X	X	X			X	X	X	X	X	X	X
Quality Partners (TX) P. 972-661-3430 F. 413-473-5723 www.qpartners.com														X	X		X	X			X	X	X		X	X	X
Quality Plus Engineering P. 800-266-7383 F. 503-233-1410 www.workingit.com										X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Quality Practitioners P. 888-701-9001 F. 402-474-5525 www.isonet.net										X				X	X	X	X	X	X	X	X	X	X	X	X	X	X
Quality & Productivity Management P. 506-454-6073 F. 506-454-6447												X			X		X							X			X
Quality Pursuit Inc. P. 800-278-7784 F. 716-586-3312 www.qualitypursuit.com										X					X	X		X			X						
Quality Resource Alliance P. 888-974-1848 F. 630-790-3840 www.qualra.com										X		X		X	X	X	X	X			X	X		X	X	X	X
Quality Resource Group P. 888-577-4462 F. 616-454-2324 www.qrginc.com										X	X				X	X	X	X	X		X	X	X				X
Quality Solutions Inc. P. 800-471-1646 F. 440-933-7077 www.qualitysolutions.com										X	X	X			X	X		X	X		X	X	X		X	X	X
Quality Systems Assessment Co. P. 310-539-9510 F. 310-539-9510 www.qsaco.com										X		X		X	X	X		X	X		X	X	X		X	X	X
Quality Systems Associates Inc. P. 920-682-9045 F. 920-682-9045 www.qsa-consulting.com										X					X	X		X					X	X	X	X	X
Quality Systems Enhancement Inc. P. 866-577-4476 F. 770-518-9968 www.enhancequality.com										X					X		X				X						
Quality Systems Group P. 612-869-3880 F. 612-869-3881										X					X		X				X						
Quality Systems Innovations Inc. P. 570-629-7094 F. 570-629-7094 www.qsinnovations.com														X		X					X	X	X				X
Quality Systems Integrators P. 800-458-0539 F. 610-458-7555 www.qsi-inc.com										X					X	X	X		X								

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Quality Systems Specialists Inc. P. 740-373-3038 F. 740-373-4678 www.qss-inc.com							X											
Quality Technology Co. P. 800-680-0700 F. 847-884-7280 www.gtcom.com	X	X	X		X		X	X	X	X	X	X	X	X		X	X	X
QualityQuest P. 888-568-9001 F. 847-870-0872 www.mikemick.com	X		X		X	X	X	X	X	X	X	X	X	X		X		X
QualPro Inc. P. 800-500-1722 F. 865-927-0495 www.qualproinc.com					X			X				X						
Quest Analytical Inc. P. 952-944-3601 F. 952-944-3605 www.questanalytical.com						X										X		
Quest Worldwide Inc. P. 201-843-8443 F. 201-843-6088 www.questquality.com		X	X					X			X		X	X	X	X		X
Quexx International Ltd. P. 604-728-3373 F. 604-944-0752 www.quexx.com						X			X			X	X					X
R. Michael Donovan & Co. Inc. P. 508-788-1100 F. 508-655-3000 www.rmdonovan.com		X						X		X		X	X					X
R.V. Armstrong & Assoc. P. 800-233-6178 F. 540-721-9500 www.rvarmstrong.com	X					X	X	X	X	X	X	X	X	X		X	X	X
Rand E. Winters Group Inc. P. 800-847-6838 F. 616-455-8133 www.rewgroup.com	X				X	X	X	X	X	X	X	X	X			X	X	X
Rath & Strong Inc. P. 800-622-2025 F. 781-861-1424 www.rathstrong.com		X		X		X		X		X	X	X	X	X		X	X	X
Rau and Associates P. 337-477-0758 F. 337-478-9440		X				X		X			X	X	X	X	X	X		X
Reger Quality Consultants P. 888-476-9004 F. 262-335-3859 www.rqc.com	X	X			X		X	X	X		X	X	X					X
The Registrar Co. Inc. P. 800-966-3291 F. 972-783-8953 www.theregistrarco.com	X					X		X										
Resource Development Group Inc. P. 888-254-4157 F. 413-499-4453	X	X	X			X		X	X				X			X		X
Resource Engineering Inc. P. 800-810-8326 F. 860-872-2488 www.reseng.com					X			X				X						
Results International P. 800-971-0967 F. 614-436-5881 www.resultsinternational.net	X					X	X	X	X									X
Results Systems Corp. P. 248-244-8550 F. 248-244-8504 www.results-systems.com						X	X	X	X	X	X	X	X	X	X	X		X
Richard Chang Associates Inc. P. 800-756-8096 F. 949-727-7007 www.richardchangassociates.com								X					X		X			X
Rochester Institute of Technology P. 716-475-5070 F. 716-475-5959 www.rit.edu/eng/cqas		X		X		X		X	X	X		X				X		X
ROI and Associates Inc. P. 219-422-1023 F. 219-422-4490	X	X				X	X	X	X			X	X			X		X
Jim Rough & Associates Inc. P. 360-385-7118 F. 360-385-4839 www.tobe.net					X			X			X							
RQA Inc. P. 630-512-0011 F. 630-512-0014 www.rqa-inc.com or www.foodsafe.com		X						X										X

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S&S Consulting Associates Inc. P. 910-458-3363 F. 910-458-3363 www.ssquality.com	x	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x
S-Matrix Corp. P. 707-441-0404 F. 707-441-0410 www.s-matrix-corp.com					x													
SCS Engineers P. 425-746-4600 F. 425-746-6747 www.isocenter.com							x											
Sigma Performance Consulting LLC P. 973-696-7878 F. 973-696-5858 www.spc-global.com	x	x	x		x	x	x	x	x	x	x	x	x	x	x	x	x	x
Silliker Laboratories Group Inc. P. 708-957-7878 F. 708-957-8449 www.silliker.com												x						
Six Sigma Qualtec P. 800-247-9871 F. 480-586-2586 www.sixsigmaqualtec.com					x			x		x	x	x	x			x		x
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www.bqms.com

BQMS is committed to providing quality business process solutions through training, consulting and application integration services. BQMS' goal is to provide a level of service that contributes to the success of our customers by helping them help themselves in achieving the quality improvement and cost-reduction goals of their businesses.

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Management Inc.

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CCG provides comprehensive training and consulting to help organizations improve their quality and productivity. CCG specializes in ISO 9000 and SPC. Training is custom-designed using examples and data from the client organization.

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CCQI is dedicated to helping organizations improve their quality and productivity. This quality improvement transformation process is guided with a comprehensive approach that integrates the Deming Management Philosophy, the Goldratt Theory of Constraints and Covey's Principle-Centered Leadership. The outcomes should include improved working environments, greater profitability and delighted customers.

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The Center for Corporate Learning training and consulting improves organizations through people and processes.

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Consultants in Quality Inc. provides experienced management consulting to ensure successful outcomes for clients that are implementing quality systems to ISO 9000, QS-9000, TQM or the Baldrige Award criteria; desiring to eliminate product defects using Six Sigma quality or statistical engineering (Shainin Techniques); and initiating business process improvement (BPI) activities. Also experienced in ISO 17025 laboratory assessments for NVLAP and A2LA.

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Ph. 973-377-6136 Fax 973-377-0819
MRJ is staffed by RAB-certified auditors and licensed professional engineers to assist organizations in achieving ISO 9000, AS9100, QS-9000 and ISO 14000 registration/certification. MRJ has successful accomplishments with manufacturing, medical consulting, entertainment and distribution firms. The company conducts ISO and MIL audits of suppliers for clients.

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www.msqpc.com

MSQPC is a resource for organizational assessments based on the Malcolm Baldrige criteria, ISO 9000 and QS-9000 initiatives, best practice tours, PATS (Process Activated Training System), and other innovative training and consulting programs.

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N-Compass Consulting

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N-Compass Consulting provides training and consulting services that enable organizations to initiate, integrate and sustain process management as an organizational competitive advantage. Courses include process mapping, balanced scorecard, SPC, systems analysis, supply chain management, FMEA and business process redesign.

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www.nelsonassoc.com
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The Robert E. Nolan Co. is a management consulting firm that serves the insurance, health care and banking industries. For decades the company has been helping clients improve service and profitability. Specialties include operations improvement, strategic technologies, performance management and strategic alignment.

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Parr Consulting serves companies of all types and sizes in the greater Chicago area with their quality management system needs. Services include helping organizations identify their needs and providing solutions that will enhance their profitability using ISO 9000 and QS-9000 as a tool for continuous improvement.

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Quality Assurance Audits & Consulting

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www.qaaudits.com

Quality Assurance Audits & Consulting provides quality audits and consulting for ISO 9000, AS9000, AS9100, TL 9000 and software standards. The company helps organizations to audit processes to requirements, perform gap analysis and conduct trial audits for certification or customer assessments. In addition, the company offers training for SPC, quality systems and procedures, internal auditor, safety, and workmanship.

Quality Assurance Institute

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Ph. 407-363-1111 Fax 407-363-1112
www.qaiusa.com

The Quality Assurance Institute is an organization of approximately 1,000 companies and corporations worldwide that share IT quality information and a successful, dynamic approach to managing quality in a changing world. QAI provides the "how tos" to enable IT organizations to restore credibility by building products on time and within budget so that their IT operations perform effectively and efficiently.

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Quality Consulting Services Inc.

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For more than 10 years, QM Solutions has been providing training, consulting and auditing services for ISO 9000, QS-9000, AS9000, TL 9000, TQM, Baldrige criteria and other quality and management continuous improvement initiatives.

Consultant Directory

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Quality Partnering specializes in ISO 9000-based quality management system implementation projects. Its goal is assisting in creating quality systems that are comprehensive yet brief and easy to use and maintain. Quality Partnering can also perform internal auditing, provide supplier assessment and development, and conduct third-party audits on a contract basis.

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Quality Plus Engineering is a process management, project management and supply chain management company. QPE has also developed organizational and individual transformation projects based on the trademarked 7 P's: paradigms, people, principles, practices, products, processes and projects.

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Quality Pursuit is the source of the best-selling pocket guide series "An Audit of the System, Not of the People." The ISO 9000 and QS-9000 versions are available in English and Spanish.

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