

Quality Digest

2001 Quality Sourcebook Certification Guide

The Quality Sourcebook's Certification/Registration Guide features information on companies that provide products and services specifically related to ISO 9000, QS-9000, ISO 14000, AS9100 and other international standards or customer requirements.

The explosive growth of ISO 9000 during the last 10 years has greatly expanded the certification world. ISO 9000 has spawned a host of related standards, such as AS9100 for aerospace suppliers and TL 9000 for telecommunications suppliers. The automotive industry's QS-9000 quality system requirements has led to the development of a set of quality system requirements known as the Tooling and Equipment Supplement to QS-9000.

ISO 9000 has been updated in the past year with the release of ISO 9000:2000. This greatly revised version of ISO 9000 introduces a process management approach and eliminates the 20-element structure of ISO 9000's previous incarnation in favor of four major categories.

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* 2001 Quality Sourcebook!

Certification Guide

Registrar Matrix26
This matrix of accredited registrars features the year each company was established, the standard(s) each is accredited to certify and the three primary industries each company serves.

Registrar Directory28
This directory of accredited registrars includes the company name, address, phone

and fax numbers, Web address, and a brief description of the registrar's services. (Please note that not all registrars provided us with descriptions.)

ISO 9000 Consultants Matrix34

This matrix presents the consultants, the standards for which they provide services, the three main industries in which they consult, the geographic regions they primarily serve and whether they guarantee registration. For the purposes of this guide, "guaranteed registration" means that if a client fails an audit, the consultant will continue to provide extra support (within reason) free of charge until the client passes an audit.

ISO 9000 Consultants Directory39

This directory contains listings for more than 250 consultants specializing in assorted standards, including ISO 9000, QS-9000, ISO 14000, the CE Mark, VDA 6.1, AS9100 and QS-9000's Tooling and Equipment Supplement. The 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 consultants provided us with descriptions.)

As with all *Quality Digest* guides, the Certification 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 Certification Guide. If you have any suggestions for how we can improve this guide for next year, e-mail them to sourcebook@qualitydigest.com.

Glossary

ANSI-RAB—American National Standards Institute's Registrar Accreditation Board

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

CE Mark—European Union product safety testing requirements

CEN—European Committee for Standardization

CGSB—Canadian General Standards Board

EMAS—Environmental Management Audit Scheme

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

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

ISO—International Organization for Standardization

NAP—U.S. National Accreditation Program

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

RvA—Dutch Council for Accreditation

SA8000—social accountability standard

SCC—Standards Council of Canada

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

UKAS—United Kingdom Accreditation Scheme

VDA 6.1—Verband der Automobilindustrie, quality system requirements for suppliers to German automakers

Registrar Guide	Standards							Primary Industries Covered
ABS Quality Evaluations	X		X	X	X	X	X	Chemical, Electronics, Metal fabricators
Advanced Waste Management Systems				X				Utilities, Aerospace, Automotive
AFAQ-ASCERT International Inc.	X	X	X	X	X	X		Manufacturing, Transportation, Services
AIB Registration Services			X					Food products, Food processing equipment
American Quality Assessors	X		X	X	X			Rubber and plastics, Fab. metal, Industrial mach. and equip.
American Systems Registrar LLC	X		X		X			Service, Manufacturing, Automotive
AOQC Moody International Inc.	X		X	X	X			Pulp and paper, Primary metals, Chemicals
AQSR Canada Inc.	X		X	X	X	X		Manufacturing, Service, Public sector
ASME International			X					Primary metals, Fabricated metal products, Machinery
BestCERT Quality Registrars Ltd.	X		X		X			Plastics, Machinery, Paper
BSI Inc.	X	X	X	X	X	X	X	Chemical, Electronics, Fabricated metal
Bureau Normalisation Quebec (BNQ)			X	X				
BVQI (North America)	X	X	X	X	X	X	X	Chemical, Manufacturing, Transportation
Canadian General Standards Board	X		X	X			X	Manufacturing, Services, Information technology
CRS Registrars Inc.			X		X			Education, Service, Manufacturing
Davy Scott Registrars Inc.	X		X	X	X			Transportation, Seafood, Manufacturing
Defense Supply Center, Columbus			X					Electronic, Hardware
Deloitte & Touche LLP Quality Registrar Inc.			X	X	X			Automotive, Retail, Professional
DNV Certification Inc.	X	X	X	X	X	X	X	Variety of disciplines
DQS (North America)	X		X	X	X			Metal fabrication, Electronics, Service
EAGLE Registrations Inc.	X		X	X	X	X	X	Automotive, Aerospace, Electronics
EAQA USA Registrars Inc.	X		X	X	X	X		Energy, Aerospace, Electronics
Entela Inc. QSRD			X	X	X	X	X	Metals, Machinery, Transportation
Excalibur Registrations Inc.	X		X		X	X		Automotive, Tooling/Equipment and Industrial mfg., Aerospace
Factory Mutual Research Corp.		X	X					Electrical, Mechanical, Chemical
GBJD Registrars Ltd.			X	X	X			Processing, Electrical/Electronic, Steel
Global Registrars Inc.			X		X			Manufacturing, Plastics, Printing
HSB Registration Services	X		X		X			Machinery, Electrical, Construction
International Management Systems Inc.	X		X				X	Aerospace, Plastics/Metals manufacturing, Service
International Quality System Registrars			X		X			Metal, Electronics, Service
ISOQAR Inc.			X	X	X			Chemical, Engineering, Shipping
ITS Intertek Canada	X	X	X	X	X	X	X	Professional services, Metals, Construction
ITS Intertek Services	X		X	X	X			Metals, Machinery, Electronics

Registrar Directory

ABS Quality Evaluations Inc.

16855 Northchase Drive
Houston, TX 77060
Ph. 281-877-6800 Fax 281-877-6801
www.abs-qe.com

ABS QE offers ISO 9000 and ISO 14000 certification services and is recognized as a prominent registrar in a number of industries, including chemical, electronics and metal fabricators.

Advanced Waste Management Systems

6430 Hixson Pike
Hixson, TN 37343
Ph. 423-843-2206 Fax 423-843-2310
www.awm.net

AWM is a working environmental engineering and project management firm as well as an ISO 14001 registrar.

AFAQ-ASCERT International Inc.

1054 31st St. N.W., Ste. 320
Washington, DC 20007
Ph. 888-333-8244 Fax 202-337-3709
www.afaq.org

AFAQ-ASCERT is an internationally recognized registrar offering registration services to the ISO 9000, QS-9000 and ISO 14001 standards. Additional registration services for CE marking are available.

AIB Registration Services

1213 Bakers Way
Manhattan, KS 66505
Ph. 800-633-5137 Fax 785-537-1493
www.aibonline.org

AIB Registration Services is a subsidiary of the American Institute of Baking, a not-for-profit educational and research institution. With AIB's experience in the food and food-related industries, AIBRS can provide valuable insight into how the ISO 9000 standards apply to the HACCP and Good Manufacturing Practices industries. AIBRS provides third-party assessment services for the food processing and allied industries.

American Association for Laboratory Accreditation

5301 Buckeystown Pike, Ste. 350
Frederick, MD 21704
Ph. 301-644-3248 Fax 301-662-2974
www.a2la.org

American European Services

1054 31st St. N.W., Ste. 320
Washington, DC 20007
Ph. 202-337-3214 Fax 202-337-3709
www.apave.com

American European Services provides CE marking services.



American Quality Assessors

1107 Belleview Ave.
Columbia, SC 29072
Ph. 800-281-4384 Fax 803-779-8109
www.aqausa.com

American Quality Assessors (AQA) is an accredited not-for-profit management system registrar created solely to assess and register management systems to international standards such as ISO 9000, QS-9000, ISO 14000, AS9000 and ISO/TS 16949 according to the rules and guidelines established by ISO, ANSI-RAB, RvA and AQA.

American Systems Registrar LLC

4550 Cascade Road S.E., Ste. 202
Grand Rapids, MI 49546
Ph. 888-891-9002 Fax 616-942-6409
www.asr.9000.net

American Systems Registrar LLC (ASR) is an ANSI-RAB accredited registrar providing quality system registration to ISO 9000 and QS-9000. ASR has applied for ISO 14001 accreditation through RAB to be achieved by the end of 2000.

AOQC Moody International Inc.

650 N. Sam Houston Parkway E., Ste. 228
Houston, TX 77060
Ph. 281-591-7882 Fax 281-448-5602
www.aqcmoody.com

AOQC Moody International Inc. offers accredited third-party ISO 9000, QS-9000, ISO 14000 and VDA 6.1 registration services.

AOQC Moody International Registration Ltd.

57 Simcoe St. S., Ste. 2D
Oshawa, ON L1H 4G4 Canada
Ph. 905-433-2418 Fax 905-436-6835

AQSR Canada Inc.

2560 Matheson Blvd. E., Ste. 226
Mississauga, ON L4W 4Y9 Canada
Ph. 888-866-5666 Fax 905-624-7213
www.aqsr.com

AQSR is a service organization built on a "best in class" philosophy. This philosophy has helped us to achieve an enviable reputation for service excellence within the registration community.

AQSR International Inc.

3025 Boardwalk Drive, Ste. 120-B
Ann Arbor, MI 48108
Ph. 888-700-4761 Fax 734-913-8152
www.aqsr.com

AQSR is a management systems registrar providing worldwide accredited third-party registration/certification to the ISO 9000, QS-9000, TE Supplement, ISO/TS 16949, and ISO 14001 (RAB) series of international standards. VDA 6.1, VDA 6.2, VDA 6.4, ISO 14001 (DAR, TGA), EMAS and ISO 10011-2 quality personnel registrations are provided by GlobalCert GmbH, an AQSR Registration Partner.

ASME International

Three Park Ave.
New York, NY 10016
Ph. 800-843-2763 Fax 212-591-8599
www.asme.org/codes

ASME's ISO 9000 registration program specializes in the registration of suppliers of mechanical equipment and related materials, items and services in the industries and sectors associated with the art, science and practice of mechanical engineering.

Asociación Alemana Para la Certificación de Sistemas Administrativos de Calidad y Medio Ambiente

51350 Rinconada Tecaxic
Mexico, DF Mexico
Ph. 52-72-18-12-57 Fax 52-72-18-31-00

BestCERT Quality Registrars Ltd.

714 River St.
Fitchburg, MA 01420
Ph. 978-665-0100 Fax 978-665-0101
www.bestcert.org

With more than 1,000 registered companies worldwide, BQR services ISO 9000, ISO 14000 and QS-9000 companies. NACE authorization for AS9000 and EN 46000.

Registrar Directory



BSI Inc.

12110 Sunset Hills Road, Ste. 140
Reston, VA 20190
Ph. 800-862-4977 Fax 703-437-9001
www.bsiamericas.com

BSI is the world's most experienced registrar, with more than 35,500 registrations worldwide. Accredited registration services include ISO 9000, ISO 14000, QS-9000/TE Supplement, TickIT, TL 9000, AS9000, and BS 7799 (information security). Other areas of assessment expertise include ISO/TS 16949, VDA 6.1, ISO/IEC Guide 25/ISO 17025, OHSAS 18001 (BS 8800) and CE marking.

Bureau Normalisation Quebec (BNQ)

333, rue Franquet
Sainte-Foy, PQ G1P 4C7 Canada
Ph. 888-267-1476 Fax 418-652-2221
www.criq.qc.ca/bnq/

BNQ offers ISO 9001, 9002, 9003; ISO 14001; laboratories evaluation (ISO 17025) for a Standard Council of Canada accreditation; HACCP.

BVQI (North America)

509 N. Main St.
Jamestown, NY 14701
Ph. 800-937-9311 Fax 716-664-7588
www.bvqina.com

Bureau Veritas Quality International (North America) is part of a worldwide corporation with offices in 60 countries. With more than 32,000 clients globally, BVQI is one of the most widely recognized registrars in the world. BVQI specializes in offering second- and third-party auditing services to international standards, industry initiatives and customer requirements, including ISO 9000, ISO 14001, AS9000, QS-9000, SA8000, HACCP, SFI and Safety Cert, plus other related services in a multitude of industries.

Canadian General Standards Board

6B1, Ph III, Place du Portage
Hull, PQ K1A 1G6 Canada
Ph. 800-665-2472 Fax 819-956-5740
www.pwgcc.gc.ca/cgsb

Accredited registrar for ISO 9000 and ISO 14001, CGSB also offers AS9000 registration and is preparing to offer ISO 13485 registration.

CRS Registrars Inc.

5515 Southwyck Blvd., Ste. 205
Toledo, OH 43614
Ph. 800-891-7333 Fax 419-861-1696
www.crsregistrars.com

CRS Registrars Inc. offers quality systems registrations to ISO 9000, ISO 14000, AS9000, QS-9000 and the TE Supplement to QS-9000. We are dedicated to establishing a partnership that exceeds our customers' expectations with uncompromising quality.

Davy Scott Registrars Inc.

63 Chatham St., Fourth Floor
Boston, MA 02109
Ph. 617-227-4557 Fax 617-227-8113
www.davyscott.com

DSR has offices in Boston and Osaka, Japan. DSR has certified more than 250 companies in a variety of industries.

Defense Supply Center, Columbus

3990 E. Broad St.
Columbus, OH 43216
Ph. 614-692-0679 Fax 614-692-6942
www.dscc.dla.mil/offices/sourcing_and_qualifications

DSCC is an inventory control point of the Defense Logistics Agency under the direction of the U.S. Department of Defense (DoD). DSCC acts as the DoD qualification authority for high-reliability electronic components used in weapons-grade applications. DSCC performs more than 400 facility audits annually of electronic component manufacturers to ensure they conform with military performance, quality and reliability requirements.

Deloitte & Touche LLP Quality Registrar Inc.

1666 Wyandotte St. E.
Windsor, ON N8T 1C7 Canada
Ph. 519-258-8833 Fax 519-258-1114
www.deloitte.ca

Deloitte Touche Tohmatsu provides accounting/auditing, management solutions, tax services and ISO 9000 and QS-9000 registration to companies around the world.

DLS Quality Technology Associates

108 Hallmore
Camillus, NY 77084
Ph. 315-672-3598 Fax 315-672-3596



DNV Certification Inc.

16340 Park Ten Place, Ste. 100
Houston, TX 77084
Ph. 281-721-6818 Fax 281-721-6903
www.dnvcert.com

DNV is a leading accredited registrar for ISO 9000, QS-9000 and ISO 14001, having issued more than 2,700 registrations in the Americas alone. We offer AS9000, TL 9000, ISO/TS 16949 registrations as well as product certification for the CE Mark.



DQS (North America)

1000 Skokie Blvd., Ste. 360
Wilmette, IL 60091
Ph. 888-388-0523 Fax 847-256-0572
www.dqscertus.com

DQS is an accredited registrar for ISO 9000, ISO 14001, QS-9000 and VDA 6.1. We have more than 700 highly qualified auditors with management experience and new ISO 9001:2000 expertise. We've registered more than 17,000 companies worldwide.

EAGLE Registrations Inc.

2242 W. Shantz Ave.
Dayton, OH 45409
Ph. 800-795-3641 Fax 937-293-0220
www.eagleregistrations.com

EAGLE offers registration services in the following areas: aerospace (AS9000), EMS (ISO 14000), telecommunications (TL 9000), automotive (QS-9000), testing/calibration (ISO/IEC Guide 25), tooling and equipment (TE Supplement), and guidance to customers requiring CE marking.



EAQA USA Registrars Inc.

15475 Chemical Lane
Huntington Beach, CA 92649
Ph. 714-373-3773 Fax 714-373-3775
www.eaqausa.com

EAQA USA Registrars provides a variety of certification and training services, including ISO 9000, QS-9000, AS9000, ISO 14001 and TickIT registrations, as well as accredited ISO 9000, 14000 and TickIT/Software training courses on-site and at our training center.

Entela Inc. QSRD

2625 Buchanan S.W.
Grand Rapids, MI 49548
Ph. 866-492-9100 Fax 616-222-7999
www.entela.com

Entela Inc. QSRD offers worldwide services for ISO 9000, QS-9000, ISO/TS 16949, TE Supplement, ISO 14001, and VDA 6.1 registration.

Excalibur Registrations Inc.

20740 Ryan Road, Ste. 100
Warren, MI 48091
Ph. 810-755-9100 Fax 810-755-9110
www.excaliburregistrations.com

Excalibur Registrations Inc., an RAB-accredited registrar, provides value-added registration services and open seminar training for ISO 9000, QS-9000, the TE Supplement to QS-9000 and AS9000.

Factory Mutual Research Corp.

1151 Boston-Providence Highway
Norwood, MA 02062
Ph. 781-255-4972 Fax 781-762-9375
www.fmglobal.com

FMRC's role as an ISO 9000 registrar is a natural extension of its internationally recognized third-party testing and auditing. FMRC is accredited by RvA, with auditors who are IRCA- or ANSI-RAB-certified.

GBJD Registrars Ltd.

9251-8 Yonge St., Ste. 310
Richmond Hill, ON L4C 9T3 Canada
Ph. 877-256-1967 Fax 905-727-1730
GBJD Registrars Ltd. offers third-party assessment and

Registrar Directory

registration to ISO 9000, ISO 14000 and QS-9000 with SIRA Certification Services of England.

Global Registrars Inc.

4700 Clairton Blvd.
Pittsburgh, PA 15236
Ph. 412-884-2290 Fax 412-884-2268
www.globalregistrars.com

Global Registrars Inc. is an accredited registrar of ISO 9000 and QS-9000 quality systems. Accredited by both the ANSI-RAB and the RvA. We offer a full line of registration services.

HSB Registration Services

P.O. Box 61509
King of Prussia, PA 19406-0909
Ph. 800-345-1122 Fax 484-582-1802
www.hsbiso.com

HSB RS is an RAB- and RvA-accredited registrar with worldwide services to ISO 9000 quality management standards and other industry-specific guidelines. HSB RS has experience in a wide variety of industries, including metals to chemicals, electrical equipment to engineering services, mechanical equipment to educational services. Our clients value the personalized approach offered to meet their quality management system needs.

International Certifications Inc.

1854 S. McDonald
Mesa, AZ 85210
Ph. 480-668-4302 Fax 480-610-3501

International Certifications Ltd. is accredited for ISO 9000, QS-9000, ISO 14001 and operates in all sectors of commerce and industry with particular expertise in the aerospace, occupational safety and health, food safety, and health care industries. Certification and training courses are available for all areas of a company's activities with lead auditor training courses being accredited for ISO 9000 and ISO 14001 auditors.

International Management Systems Inc.

5420 Bay Center Drive, Ste. 200
Tampa, FL 33609
Ph. 877-467-4476 Fax 813-639-9875
www.ims4iso.com

A full-service ISO 9000 registrar that consistently delivers fair, honest and value-added auditing services to our clients. Our auditors use a common sense approach that is appreciated by our clients

International Quality System Registrars

7025 Tomken Road, Ste. 271
Mississauga, ON L5S 1R6 Canada
Ph. 800-267-0861 Fax 905-565-0117
www.iqsr.com

IQSR has been active in quality system registrations for more than six years. IQSR's personnel have extensive quality assurance expertise and offer quality system registration to ISO 9000, QS-9000, AS9000 and ISO 14000 standards through offices in Canada and the United States.

ISOQAR Inc.

166 Forbes Road, Ste. 203
Braintree, MA 02184
Ph. 877-347-6727 Fax 781-843-4749
www.isoqar.com

ISOQAR is an independent RAB- and UKAS-accredited registrar offering low-cost assessment to ISO 9000, ISO 14001, QS-9000 and OHSAS 18001. More than 2,500 clients worldwide in more than 200 industry sectors.

ITS Intertek Canada

1829 32nd Ave.
Lachine, PQ H8T 3J1 Canada
Ph. 877-779-4357 Fax 514-631-1133
www.itsintertek.com

ITS Intertek is accredited by the Standards Council of Canada for ISO 9000, ISO 14000, QS-9000 and TE Supplement, TL 9000, ISO 13485 and CE marking. In addition to the SCC, ITS holds five international accreditations.

Registrar Directory

ITS Intertek Services

ITS Intertek Services

70 Codman Hill Road
Boxborough, MA 01719
Ph. 800-810-1195 Fax 800-813-9287
www.itsintertek.com

ITS Intertek Services offers ISO 9000, ISO 14000, TL 9000, AS9000 and QS-9000 registration services as well as TE Supplement and Medical Devices Directive certification.

KEMA Registered Quality Inc.

4379 County Line Road
Chalfont, PA 18914
Ph. 215-822-4258 Fax 215-822-4285
www.krqusa.com

KEMA Registered Quality is a global registrar offering services for ISO 9000, ISO 14000, QS-9000, AS9000, EN 46000 and TL 9000. KEMA is also a Notified Body for many regulated products requiring the CE Mark. KEMA is accredited by RAB and RvA.

KPMG Assessment & Registration Services

150 John F. Kennedy Parkway
Short Hills, NJ 07078
Ph. 973-912-6355 Fax 973-912-6050
www.kweb.us.kpmg.com

KPMG offers assessment and registration of management systems to companies wishing to have independent third-party verification that their management system is in compliance with international or industry standards.

Lloyd's Register Quality Assurance

15810 Park Ten Place, Ste. 330
Houston, TX 77084
Ph. 281-398-7370 Fax 281-398-7337
www.lrqausa.com

LRQA is an international accredited registrar offering certification services for ISO 9000, ISO 14001, QS-9000, ISO/TS16949, AS9000, TL 9000, EN 46001, and CE marking and training. We offer 17 accreditations and have issued more than 21,000 registrations in 115 countries.

National Quality Assurance, USA

4 Post Office Square Road
Acton, MA 01720
Ph. 800-649-5289 Fax 978-263-0785
www.nqa-usa.com

NQA, USA, is accredited to provide quality and environmental registrations under the RAB, UKAS and RvA marks. NQA is one of the few multidisciplinary registrars approved to assess a wide variety of industries such as aerospace, automotive, chemical products, computer (hardware and software), construction, trucking and the service industries, to name a few. NQA has registered more than 14,000 clients worldwide.

The National Registry

3031 Javier Road, Second Floor
Fairfax, VA 22031-4607
Ph. 800-222-9001 Fax 703-205-0684
www.thenationalregistry.com

The National Registry is a full-service, third-party registrar providing ISO 9000

and QS-9000 registration services to companies worldwide.

National Technical Systems— Certification Services

47 Jack Ellington Road
Fredericksburg, VA 22406
Ph. 800-988-2687 Fax 540-752-7630
www.nts-cs.com

NTS-CS is accredited by both the RAB and RvA as a third-party registrar. NTS-CS is able to offer ISO 9000 and QS-9000 certification. NTS-CS specializes in working with small to mid-sized companies that seek a registrar that understands their unique needs.

NSAI

402 Amherst St.
Nashua, NH 03063
Ph. 603-882-4412 Fax 603-882-1985
www.nsa-inc.com

Accredited registrar providing full assessment, certification and registration services worldwide for ISO 9000, ISO 14001, QS-9000, TL 9000, OHSAS 18001, EN 46000 and CE marking. Notified Body to the European Union for various EU directives and a member of ISO, CEN, IQNet and IAAR. As a full certification service provider, NSAI can offer its clients an integrated audit approach combining. For example, auditing to ISO 9001, ISO 14001 and OHSAS 18001 or combining audits to ISO 9001, EN 46000 and CE marking.

NSF International Strategic Registrations Ltd.

789 N. Dixboro Road
Ann Arbor, MI 48105
Ph. 888-673-9000 Fax 734-827-6801
www.nsf-isr.org

NSF-ISR's parent company, NSF, has supplied third-party certification to products related to public health and the environment for more than 50 years. NSF-ISR provides ISO 9000 and QS-9000 registration, as well as ISO 14000 registration. NSF-ISR is RAB- and RvA-accredited.

Orion Registrar Inc.

7850 Vance Drive, Ste. 210
Arvada, CO 80003
Ph. 800-446-0674 Fax 303-456-6681
www.orion-iso.com

Orion Registrar is internationally accredited by the RvA and by the Standards Council of Canada.

OTS Quality Registrars Inc.

3726 Dacoma
Houston, TX 77092
Ph. 800-899-8298 Fax 713-688-9590
www.otsqr.com

OTSQR is an international, RvA-accredited registrar. OTSQR provides customizable, comprehensive, fair and impartial registration services—all at a reasonable rate.

**Performance Review
Institute (PRI)**

161 Thornhill Road
Warrendale, PA 15085
Ph. 724-772-1616 Fax 724-772-1699
www.pri.sae.org

PRI is a not-for-profit affiliate of the Society of Automotive Engineers. Our complete registrar services include QS-9000, QS-9000 TE Supplement, ISO 9000 and ISO 14000. Additional services available are NADCAP, AS9000 compliance and ISO/IEC Guide 25. Our scope of accreditation is aimed directly at the manufacturing market.

Perry Johnson Registrars Inc.

26555 Evergreen Road, Ste. 1340
Southfield, MI 48076
Ph. 800-800-7910 Fax 248-358-0882
www.pjr.com

Perry Johnson Registrars is a full-service registrar offering objective third-party value-added audits for ISO 9000, ISO 14000, QS-9000, AS9000 and VDA 6.1. PJR maintains the most far-reaching lead auditor base in the United States, with auditors located within 50 miles of every major city. Our auditors, many of whom have trained our competitors' assessors, average 15 to 18 years of experience in the quality area.

**Professional Registrar
Organization Inc.**

300 E. Long Lake Road, Ste. 275
Bloomfield Hills, MI 48304
Ph. 800-793-4408 Fax 248-593-6518

www.proregistrar.com

PRO is a full-service registrar accredited through ANSI-RAB. PRO offers registration services to ISO 9000, QS-9000 and ISO 14000. PRO specializes in small to medium-sized companies and has the capability to handle large-audit clients in most industry sectors.

QMI

90 Burnhamthorpe Road W., No. 300
Mississauga, ON L5B 3C3 Canada
Ph. 800-465-3717 Fax 905-272-4538
www.qmi.com

QMI, a division of CSA International, is North America's leading registrar. QMI is accredited to provide registration and training services for all your business needs, including ISO 9000, ISO 14001 and QS-9000.

Quality Certification Bureau Inc.

9650-20 Ave.
Advanced Technology Centre, Ste. 103
Edmonton, AB T6N 1G1 Canada
Ph. 800-268-7321 Fax 780-496-2464
www.qcbinc.com

QCB provides international ISO 9000, ISO 14000 and QS-9000 quality and environmental management system registration services. Services are client-focused, competitively priced and value adding.

**Quality Services
International (QSI)**

PMB 392
1825 Ponce de Leon Blvd.
Coral Gables, FL 33196

Ph. 305-270-1149 Fax 305-270-1270
www.qsiamerica.com

QSI's principal purpose is to help companies achieve continuous improvement goals with personalized attention from initial contact through post-service delivery. The company primarily engages in services related to ISO 9000, ISO 14000, social accountability (SA8000), QS-9000, AS9100, TL 9000, and HACCP.

Quality Systems Registrars Inc.

13873 Park Center Road, Ste. 217
Herndon, VA 20171
Ph. 877-777-0169 Fax 703-478-0645
www.qsr.com

The industry's first U.S. accredited registrar is now the first to offer an all-electronic interface. ISO 9000, QS-9000, ISO 14001, TL 9000, AS9100.

QUASAR

7250 W. Credit Ave.
Mississauga, ON L5N 5N1 Canada
Ph. 800-461-9001 Fax 905-542-1318
www.cwbgroup.com

QUASAR, a not-for-profit private sector division of the CWB Group, is accredited by SCC for ISO 9000, QS-9000 (and TL 9000 in process) for manufacturing, welding, fabricating, machining, construction, utilities and 21 other industrial sectors.

**Quebec Quality Certification
Group**

333 Franquet
Sainte Foy, PQ G1P 4C7 Canada
Ph. 418-659-1550 Fax 418-646-3315

Registrar Directory

The Registrar Co. Inc.

P.O. Box 516186
Dallas, TX 75251
Ph. 800-966-3291 Fax 972-783-8953
www.theregistrarco.com

TRC is accredited by ANSI-RAB to perform registration services to ISO 9000 and QS-9000.

**SGS International Certification
Services Inc.**

201 Route 17 N.
Rutherford, NJ 07070
Ph. 800-747-9047 Fax 201-935-4555
www.sgsicsus.com

SGS International Certification Services Inc. (SGS ICS) is a recognized leader in quality, environmental and social accountability management systems registration, having certified more than 34,000 locations worldwide to the ISO 9000, QS-9000 and TE Supplement, and ISO 14001 standards. Specialized capabilities include CE marking, AS9000, SA8000, Green Globe and ISO 9000 for health care.

SGS-ICS Canada Inc.

955 St. Jean Blvd., Ste. 202
Pointe-Claire, PQ H9R 5R3 Canada
Ph. 888-695-4769 Fax 514-695-9799
www.sgs.ca

Registrar of management systems with offices throughout Canada. Accredited registration for ISO 9000, QS-9000, ISO 14001, SA8000 and Green Globe environmental management in the tourism industry.

Registrar Directory

Smithers Quality Assessments Inc.

425 W. Market St.
Akron, OH 44303
Ph. 330-762-4231 Fax 330-762-7447
www.smithersregistrar.com

Smithers Quality Assessments is an accredited third-party management systems registrar offering ISO 9000, QS-9000, TE Supplement, AS9000 and ISO 14000 registration services. Accreditations by the RAB and RvA.

SRI Quality System Registrar Inc.

2000 Corporate Drive, Ste. 580
Wexford, PA 15090
Ph. 724-934-9000 Fax 724-935-6825
www.sriregistrar.com

SRI is a registrar for ISO 9000, QS-9000 and ISO 14001, providing independent third-party assessments. SRI is RAB- and RvA-accredited.

Telcordia Quality Registrar Services

Three Corporate Place
Piscataway, NJ 08854
Ph. 732-699-3739 Fax 732-336-2244
tqr.telcordia.com

Telcordia (formally Bellcore) Quality Registrar Services (TQRS) was accredited in 1993. TQRS engineers/auditors bring extensive experience in software and hardware quality assurance, quality system auditing, production processes, and international and telecommunications standards to ISO 9000 registration. TQRS has become the first registrar accredited to the new telecommunications standard (TL 9000) in the United States.

TRA Certification

700 E. Beardsley Ave.
Elkhart, IN 46514
Ph. 800-398-9282 Fax 219-264-0740
www.tra-cd.com

TRA Certification is a subsidiary of T.R. Arnold & Associates Inc. formed in 1992 to assess companies' quality systems to the requirements of ISO 9000 and QS-9000 standards. We are presently expanding our accreditations to include TL 9000, AS9000 and ISO 14001. We are accredited by ANSI-RAB and the RvA.

TÜV Essen

2099 Gateway Plaza, Ste. 200
San Jose, CA 95110
Ph. 800-888-4630 Fax 408-441-7111
www.tuvessen.com

Backed by the credibility built on 125 years of experience, more than 10,000 registrations worldwide, and more than 25 international and four domestic offices, TÜV Essen is capable of handling registration needs worldwide. A subsidiary of RWTÜV Germany, TÜV Essen offers international certification to ISO 9000, QS-9000, AS9000, TL 9000, ISO 14000, TE Supplement and ISO/TS 16949, plus additional specialized programs.



TÜV Management Service/TÜV Product Service

5 Cherry Hill Drive
Danvers, MA 01923
Ph. 800-888-0123 Fax 978-762-7637
www.tuvglobal.com

TÜV is a global accredited registrar providing full suite of services including ISO 9000, ISO 14001, QS-9000, ISO/TS 16949, TE Supplement, VDA 6.1, AS9000, ISO 13485/88 and EN 46000 certification, CE marking assistance, product testing and certification for electromagnetic compatibility (EMC), electrical and mechanical safety and many additional global conformity assessment services.

TUV Rheinland of North America Inc.

12 Commerce Road
Newtown, CT 06470
Ph. 888-975-3943 Fax 203-426-4009
www.tuv.com

TUV Rheinland of North America Inc. offers accredited QMS registrations to ISO 9000, ISO 14000, QS-9000 and TL 9000 quality standard requirements. We can also provide registration to several industry-specific standards. We are accredited by ANSI-RAB in the United States, DAR/TGA in Germany and RvA in the Netherlands.

Underwriters Laboratories Inc.

1285 Walt Whitman Road
Melville, NY 11747
Ph. 800-285-4476 Fax 631-439-6030
www.ul.com

UL is a global company with more than 300 auditors providing experienced ISO 9000, ISO 14001, QS-9000, AS9000, TE Supplement, TickIT, TL 9000 and VDA 6.1 registration services. Accreditations include RAB, SCC, RvA, UKAS, JAB, KBA and VDA.

VCA North America

17250 Newburgh Road, Ste. 140
Livonia, MI 48152
Ph. 734-591-1605 Fax 734-591-1705
www.vca.gov.uk

VCA North America offers a full product and management system certification service to the auto-industry. Accredited for European-type approval, ISO 9000, QS-9000, ISO 14001, ISO/TS 16949 and VDA 6.1.

qd

ISO 9000 Consultants Guide

	Date Established	Standards							Guarantees Registration	Primary Industries Covered	Geographic Region
		AS9000	CE Mark	ISO 9000	ISO 14000	QS-9000	TE Supplement	TL 90000			
3C Technologies Inc. Ph. 800-327-6583 Fax 419-868-8993	1989	x		x	x	x	x	x	Yes	Manufacturing, Automotive, Tooling and service	USA, International
4a Better Business Inc. Ph. 847-470-4513 Fax 847-470-3511	1989			x		x			No	Discrete mfg., Business-to-business, Transportation	Midwestern USA
Advent Management International Ltd. Ph. 800-726-7985 Fax 610-388-9338	1978	x	x	x	x	x	x	x	Yes	Manufacturing, Transportation/Logistics, Distribution	North America, Western Europe
AFCI Inc. Ph. 800-789-3704 Fax 757-428-7039				x						Commercial, Government, Military	USA and Canada
Alamo Learning Systems Ph. 800-829-8081 Fax 925-277-1919	1976	x		x	x	x	x	x	Yes	Electronics, Automotive, Aerospace	USA
American Quality Associates Inc. Ph. 561-286-8430 Fax 561-286-8490	1997			x	x	x		x	Yes	Automotive, Telecommunications, Hospitality	International
Applied Quality Systems Inc. Ph. 800-633-2588 Fax 651-633-7903	1989	x		x	x	x			No	Metal working, Electronics, Printing	USA
Arch Associates LLC Ph. 248-449-5433 Fax 248-449-5434	1983	x		x		x	x		No	Service, Automotive, Aerospace	Midwestern USA
Associated Consultants International Ph. 905-680-1142 Fax 905-680-2871	1995	x	x	x	x	x			Yes	Manufacturing, Aerospace, Health care	Central and Eastern Canada and USA, Europe and Mexico
Baxter Associates Ph. 248-645-1724 Fax 248-647-3904	1989	x		x		x	x			Automotive, Truck and heavy equipment, Aerospace	USA
Benchmark Technologies Corp. Ph. 800-637-9536 Fax 419-843-7218	1980		x	x	x	x	x		Yes	Manufacturing, Automotive, Service	Midwestern USA
Besterfield & Associates Ph. 618-394-1794 Fax 618-394-1794	1980			x	x	x			Yes	Automotive, Metals, Electronics	Midwestern USA
Brewer and Associates Inc. Ph. 972-641-8020 Fax 972-641-1327	1983	x		x		x	x		Yes	Chemical, Paper, Electronics	International
Business & Quality Management Systems Inc. Ph. 800-934-9001 Fax 510-739-1071	1996	x	x	x	x	x	x	x	Yes	Electronics, Automotive, Service	USA
Bywater Inc. Ph. 203-973-0344 Fax 203-973-0345	1982			x	x	x	x			Telecommunications, Oil and gas, Food	North America
Canatech Consultant Group Inc. Ph. 306-789-5091 Fax 306-789-5091	1990			x					Yes	Processing, Manufacturing, Agribusiness	Western Canada
Castle Engineering Services Inc. Ph. 905-648-2569 Fax 905-648-2569	1989			x		x			Yes	Engineering, Manufacturing, Service	Ontario, Northern USA
CCS Business Improvement Services Inc. Ph. 905-847-7811 Fax 905-847-7845	1977		x	x	x	x	x		Yes	Fabricated metals, Automotive, Electronics	Ontario
CEEM Inc. Ph. 800-745-5565 Fax 703-250-5313	1979	x	x	x	x	x	x	x	No	Software, Aerospace, Automotive	North America, Latin America
Change Management Consulting Inc. Ph. 973-696-7878 Fax 973-696-5858	1993	x		x	x	x		x	Yes	Manufacturing, Process, Service	North America
Chartier, Larose et associes Inc. Ph. 514-933-0483 Fax 514-933-9733	1994			x	x	x			Yes	Printing, Communications, Dental	Quebec, Ontario
Clark Quality Advantage Inc. Ph. 888-234-6737 Fax 219-642-5004	1984	x		x	x	x	x	x	Yes	Automotive, Steel, Rubber and plastic	USA
Clydesdale International Mgmt. Consulting Ph. 800-360-4476 Fax 650-367-7383	1994	x		x	x	x	x	x	Yes	Telecommunications, Manufacturing, Electronics	North America
Consultants in Quality Inc. Ph. 888-330-8283 Fax 319-339-9488	1990	x		x		x			No	Manufacturing, Service	Central and Eastern USA, Eastern Asia
Continuous Improvement Technology Ph. 847-459-3880 Fax 847-394-9587	1991	x	x	x	x	x	x	x	Yes	Metalworking, Electromechanical, Service	International
Customer Satisfaction Measurement Ph. 408-267-9037 Fax 408-978-3901	1995			x	x	x			Yes	All	USA, Europe
E. Burns Consulting Ph. 519-836-0363 Fax 519-767-6727	1995			x		x	x		No	Manufacturing, Plastics, Training	Southwestern Ontario
Eagle Group USA Inc. Ph. 800-508-9044 Fax 248-355-4623	1995	x		x	x	x	x	x	Yes	Automotive, Tooling and equipment, Chemical	USA
Educational Data Systems Inc. Ph. 313-271-2660 Fax 313-271-2698	1978			x		x	x		No	Service, Automotive, Manufacturing	North America
EduVision Inc. Ph. 888-818-6403 Fax 905-825-5513	1975			x					Yes	Service, Government	Canada, Caribbean
Escoe/Bliss Communication Ph. 888-814-3633 Fax 949-263-9249	1994			x	x	x			No	Electronics, Government, Manufacturing	International

ISO 9000 Consultants Guide

	Date Established	Standards						Guarantees Registration	Primary Industries Covered	Geographic Region	
		AS9000	CE Mark	ISO 9000	ISO 14000	QS-9000	TE Supplement				TL 90000
EuroQuest Ph. 800-355-3876 Fax 770-395-0737	1993			x	x	x			Yes	Manufacturing, Service, Government	USA
Excel Partnership Inc. Ph. 800-374-3818 Fax 203-426-7811	1989	x	x	x	x	x	x	x	No	Manufacturing, Automotive, Chemicals	North America, Europe and Asia
Farallon Consultants Ltd. Ph. 250-370-9664 Fax 250-370-9420	1991	x		x	x	x		x	Yes	Telecommunications, Process, Electronics	North America and South America
G.R. Technologies Ph. 905-856-1320 Fax 905-856-1369	1977	x	x	x	x	x	x		Yes	Automotive, Manufacturing, Service	North America
George S. May International Co. Ph. 800-999-3020 Fax 847-825-7937	1925			x		x	x		Yes	Manufacturing, Service, Contracting	North America and Southern Europe
Georgia Tech Center Int'l. Standards & Quality Ph. 800-859-0968 Fax 404-894-1192	1991	x	x	x	x	x	x		No	All	USA
GHR Associates Ph. 973-838-8915 Fax 973-838-8915	1991			x					Yes	Electronics, Metals, Rubber	New Jersey
GlobalQual Inc. Ph. 248-932-8438 Fax 248-832-8438	1994			x		x	x		No	Automotive, Plastics, Electronics	Europe and USA
Global Quality Services Inc. Ph. 212-355-5596 Fax 212-421-1940	1988	x	x	x					No	Consumer, Electronic, Electrical	Asia
Group 9000, M.E. Williams Ltd. Ph. 978-256-9141 Fax 978-256-3489	1993	x	x	x	x	x			Yes	Medical, Aerospace, Automotive	New England
Gunneson Group International Inc. Ph. 973-347-1313 Fax 973-347-5959	1980	x		x	x	x			Yes	Manufacturing, Service, Transportation	International
H.J. Steudel & Associates Inc. Ph. 608-271-3121 Fax 608-271-4755	1974	x		x	x	x	x		No	Manufacturing, Automotive, Service	International
H.W. Fahrlander & Associates Ph. 972-783-1216 Fax 972-783-6043	1976	x		x		x	x	x	Yes	Automotive, Electronics, Mechanical fabrication	All
Harrison M. Wadsworth & Associates Inc. Ph. 404-255-8662 Fax 404-250-1493	1991	x		x	x	x			No	Electronics, Education, Chemical	International
Hartley Group-Performance Paradigms Inc. Ph. 800-391-7308 Fax 405-722-1552	1994	x		x	x	x			Yes	Aerospace, Automotive, Medical equipment	North America and South America
HESTER Associates Inc. Ph. 508-945-4860 Fax 508-945-4862	1985	x	x	x	x	x	x	x	Yes	Manufacturing, Distribution, Financial	International
Human Quality Educational Products Ph. 613-347-1858 Fax 613-347-7630	1989			x		x			Yes	Manufacturing, Service, Education	Ontario
Huntington Quality Associates Inc. Ph. 800-496-8476 Fax 219-356-6006	1991	x	x	x	x	x	x		Yes	Automotive, Transportation, Medical devices	North America
Independent Qlty. Assurance & Mgmt. Ph. 604-943-7459 Fax 604-943-7459	1987			x	x				Yes	Pulp and paper, Electrical, Fabrication	British Columbia
Independent Quality Consultants Inc. Ph. 763-441-7912 Fax 763-441-6977	1992	x	x	x		x			Yes	Medical, Manufacturing, Service	North America
INFORM Ph. 703-680-1436 Fax 703-680-1356	1995	x	x	x	x	x	x	x		Telecommunications, General manufacturing, Automotive	USA
Interax Group Ph. 888-401-3956 Fax 902-485-6058	1994			x	x	x		x	Yes	Fabrication, Electronics, Service	Canada, Eastern USA
International ISO Group Inc. Ph. 800-476-3066 Fax 513-851-5881	1989	x		x	x	x	x	x	Yes	Automotive, Manufacturing, Material handling	International
International Quality Consultants Inc. Ph. 724-284-3738 Fax 724-284-1310	1995	x		x	x	x	x		No	Transportation, Metals, Chemical	Northeastern USA
IQC Inc. Ph. 800-450-1387 Fax 937-264-1370	1983	x	x	x	x	x	x		Yes	Automotive, Tooling and machinery, Aerospace	International
IQS Inc. Ph. 800-635-5901 Fax 440-333-3752	1986	x		x	x	x	x		Yes	Fabricated metal products, Electronics, Industrial machinery	USA
IQuES Ph. 800-793-2691 Fax 248-344-9759	1996	x	x	x	x	x	x	x	No	Automotive, Aerospace, Service	North America
ISO 9000 Quality Systems Management Ph. 905-336-5002 Fax 905-336-0288	1994			x	x	x	x		Yes	Mechanical, Service, Construction	Ontario, Northeastern USA
ISO America Inc. Ph. 972-529-1253 Fax 972-529-1341		x		x	x	x			Yes	Automotive, Petroleum, Manufacturing	USA
ISO Auditing Network Ph. 800-476-9006 Fax 909-277-2005	1991	x		x	x	x		x		Electronics, Aerospace, Plastics	California
ISOqual International Ph. 781-762-6664 Fax 781-762-4465	1991	x	x	x	x	x	x		Yes	Electronics, Medical devices, Manufacturing	USA

ISO 9000 Consultants Guide

	Date Established	Standards							Guarantees Registration	Primary Industries Covered	Geographic Region
		AS9000	CE Mark	ISO 9000	ISO 14000	QS-9000	TE Supplement	TL 90000			
ITTI LLC Ph. 770-998-6379 Fax 770-998-6316	1984			x	x	x	x	x	Yes	Manufacturing, Distribution, Trucking	North America and South America
JCM-Tech Inc. Ph. 614-766-3670 Fax 614-792-1607	1985			x					No	Software, Manufacturing, Educational	Midwestern USA
Kavon International Inc. Ph. 888-637-9598 Fax 440-286-9510	1983	x	x	x		x	x		Yes	Steel, Metalworking, Distributors	Midwestern USA
Ken Jackman & Associates Ph. 708-309-5249 Fax 847-843-3789	1994			x		x	x		No	Metal casting, Electronics, Manufacturing	Midwestern USA
Litvan Enterprises Ph. 507-643-6057 Fax 507-643-6057	1992		x	x	x	x	x		No	Plastics, Distribution, Metalworking	Midwestern USA
M.E.N. Associates Ph. 216-973-1211 Fax 216-749-1160	1996			x	x	x			No	Automotive manufacturing, Metal stamping, Assembly	Ohio
Macpin Associates Inc. Ph. 201-529-4343 Fax 201-529-4143	1992	x		x		x			Yes	Service, Insurance, Hospitality	USA and Canada
Management Resources International Ph. 734-429-0747 Fax 734-944-0748	1984			x	x	x	x		No	Automotive, Electronic, Service	International
Management Software International Inc. Ph. 781-279-1919 Fax 781-279-2929	1991			x	x	x			No	Manufacturing, Automotive, Service	International
Marcorp International Ph. 248-424-5621 Fax 248-424-8009	1994		x	x	x	x	x		Yes	Automotive, Plastics, Metalworking	Midwestern USA
Moorhill International Group Inc. Ph. 480-491-2007 Fax 480-491-2101	1992	x		x	x	x		x	No	Aerospace, High-tech, Services	North America
MOYE Co. Ltd. Ph. 416-248-9187 Fax 416-248-9187	1990	x		x		x	x	x	No	Printing, Project and design engineers, Aerospace	North America
MRJ Consultants Inc. Ph. 973-377-6136 Fax 973-377-0819	1990	x		x	x	x			Yes	Metals fabrication, Medical services, Aircraft	Northeastern USA
Nachman Precision Systems Inc. Ph. 757-481-0013 Fax 757-481-0013	1990	x		x		x		x	No	Pulp and paper, Automotive, Telecommunications	International
Nelson Associates Ph. 904-797-2941 Fax 904-797-2941	1993			x		x			No	Electronics, Chemicals, Automotive	Southeastern USA
Olympic Performance Inc. Ph. 503-692-5573 Fax 503-692-5254	1991			x					Yes	High-tech, Assembly and manufacturing, Service	Northwestern USA
Operations Concepts Inc. Ph. 856-667-4461 Fax 856-667-4602	1991			x		x			No	Pharmaceutical, Food and beverage, Manufacturing	International
Partners Through Change Inc. Ph. 303-777-9680 Fax 303-765-4567	1995			x				x	No	Manufacturing, Telecommunications, Metal fabrication	USA
PDA International Inc. Ph. 888-732-9977 Fax 781-380-3516	1995	x	x	x	x	x	x	x	Yes	Engineering, Electronics, Medical	Eastern USA
Peak Consulting Group Inc. Ph. 408-248-2362 Fax 408-249-3009	1994	x	x	x	x	x			Yes	Semiconductors, Electronics, Medical	Western USA
PIVOT Management Consultants Ph. 877-748-6862 Fax 909-982-7161	1993	x		x		x		x	Yes	Manufacturing, Distribution, Service and health care	USA
Pleiades International Inc. Ph. 800-816-0110 Fax 317-867-2299	1990	x		x	x	x	x		Yes	Manufacturing, Supply and distribution, Service	North America
Plexus Corp. Ph. 888-753-9871 Fax 651-644-4949	1994	x		x	x	x	x		No	Automotive, Aerospace, Manufacturing	International
Powerway Inc. Ph. 800-964-9004 Fax 317-598-1740	1987			x	x	x			Yes	Automotive, Forging, Injection molding	USA
PQ Systems Inc. Ph. 800-777-3020 Fax 937-885-2252	1984			x		x			Yes	Manufacturing, Health care, Telecommunications	USA
PRIME Consulting Group Ph. 510-794-1189 Fax 510-792-2804	1994			x					Yes	High-tech, Service, Transportation	USA
Process Quality Associates Inc. Ph. 800-837-7046 Fax 519-667-1722	1988	x	x	x	x	x	x	x	Yes	Manufacturing, Electronics, Service	Ontario, Michigan, New York
Procon Service Ph. 519-442-3164 Fax 519-442-1083	1983			x	x	x	x		Yes	Automotive, Metalworking, Service	North America
Productivity Improvement Center (U.S.) Ph. 800-727-6222 Fax 615-884-1082	1985	x		x	x	x	x		Yes	Automotive, Manufacturing, Government	North America
Professional Services Ph. 630-515-9632 Fax 630-434-9755	1993	x	x	x		x	x		Yes	Electronics, Automotive, Service	North America
ProSolve Consulting Ltd. Ph. 403-266-1030 Fax 403-266-1097	1987			x	x	x			No	Manufacturing	

ISO 9000 Consultants Guide

	Date Established	Standards							Guarantees Registration	Primary Industries Covered	Geographic Region
		AS9000	CE Mark	ISO 9000	ISO 14000	QS-9000	TE Supplement	TL 900000			
Q21... 21st Century Quality Ph. 800-835-6863 Fax 231-893-5151	1992	x	x	x	x	x	x	x	Yes	Automotive, General industrial, Aerospace	Continental USA
QASNA Inc. Ph. 714-898-0893 Fax 714-373-3767	1994	x		x	x	x	x		Yes	Aerospace, Environmental, Tooling	North America and South America
QBEEK Ph. 302-452-9257 Fax 302-452-9475	1991	x	x	x		x			No	Fabricated metal products, Chemicals, Automotive	Eastern USA
QM Consulting Inc. Ph. 800-862-3229 Fax 800-862-3229	1993			x	x	x			Yes	Tooling, Communications, Industrial belting	Midwestern USA
QMR Consulting Inc. Ph. 713-974-1872 Fax 713-974-6336	1987	x		x	x	x			Yes	Oil and gas, Manufacturing, Distribution	International
QRX Inc. Ph. 800-966-2146 Fax 972-418-9525	1992	x		x	x	x			Yes	Electronics, Aerospace, Service	USA
Qualitran Professional Services Inc. Ph. 800-461-9902 Fax 705-329-1890	1980			x		x			Yes	Manufacturing, Service	North America
Quality Advisors Inc. Ph. 800-900-5222 Fax 858-592-7706	1993	x	x	x	x	x		x	Yes	Electronics, Plastics, Metals	North America and Mexico
Quality Consulting Ph. 262-567-2854 Fax 262-567-7289	1982			x		x	x		No	Metal, Plastics, Electronics	Wisconsin, Illinois
Quality Consulting Services Inc. Ph. 877-553-0399 Fax 602-547-3614	1994	x		x		x			Yes	Manufacturing, Service, Testing labs	Western USA
Quality Innovations Inc. Ph. 888-698-7308 Fax 561-624-7276	1994			x					Yes	Electronics, Construction, Shipbuilding	Eastern USA
Quality Management International Inc. Ph. 800-971-4001 Fax 800-329-9004	1986	x	x	x	x	x	x	x	Yes	Manufacturing, Transportation, Construction	International
Quality Management International Ltd. Ph. 506-633-2060 Fax 506-633-2060	1991			x	x				No	Engineering, Manufacturing, Fabrication	Eastern Canada
Quality Management Solutions Inc. Ph. 800-628-6424 Fax 860-442-3393	1989	x	x	x	x	x	x		No	Manufacturing, Services, Aviation	North America
Quality & Productivity Management Ph. 506-454-6073 Fax 506-454-6447	1996			x					Yes	Manufacturing, Service	Atlantic Canada, Northeastern USA
Quality Partners (CA) Ph. 800-476-9999 Fax 626-791-7145	1991	x		x	x	x		x	Yes	Electronics, Aerospace, Plastics	California
Quality Partners (TX) Ph. 972-661-3430 Fax 413-473-5723	1987			x		x		x	Yes	Services, Software development, Information services	USA
Quality Resource Alliance Corp. Ph. 888-974-1848 Fax 630-790-3840	2000			x		x			Yes	Manufacturing, Machining, Automotive	USA, Canada and South America
Quality Resource Group Ph. 888-577-4462 Fax 616-454-2324	1992	x		x	x	x	x		Yes	Automotive, Furniture, Aerospace	International
Quality Solutions Inc. Ph. 800-471-1646 Fax 440-933-7077	1990	x		x		x	x		Yes	Metals fabrication, Steel service centers, General manufacturing	International
Quality Systems Assessment Co. Ph. 310-539-9510 Fax 310-539-9510	1991	x		x				x	Yes	Aerospace, Aircraft parts and systems	Western USA
Quality Systems Associates Inc. Ph. 920-682-9045 Fax 920-682-9045	1993	x		x	x	x	x	x	Yes	Metals/Machining, Plastics, Electronics/Electromechanical	Midwestern USA
Quality Systems Enhancement Inc. Ph. 866-577-4476 Fax 770-518-9968	1992	x		x	x	x		x	Yes	Automotive, Paper and packaging, Plastics/Metals	USA
Quality Systems Innovations Inc. Ph. 570-629-7094 Fax 570-629-7094	1998			x					Yes	Small business, Service, Software development	International
Quality Technology Co. Ph. 800-680-0700 Fax 847-884-7280	1989	x		x	x	x	x	x	Yes	Electronics, Metals, Automotive	USA
QualityQuest Ph. 888-568-9001 Fax 847-870-0872	1994	x		x		x	x		Yes	Automotive, Steel, Manufacturing	Midwestern USA
Quong & Associates Inc. Ph. 415-922-2957 Fax 415-931-4699	1986	x		x		x			No	Chemical, Steel, Aerospace	USA
R.V. Armstrong & Assoc. Ph. 800-233-6178 Fax 540-721-9500	1987	x		x		x	x	x	Yes	Manufacturing, Service, Government	USA and Canada
Rand E. Winters Group Inc. Ph. 800-847-6838 Fax 616-455-8133	1989	x		x	x	x	x	x	No	Service, Automotive, General manufacturing	USA
Rath & Strong Inc. Ph. 800-622-2025 Fax 781-861-1424	1935			x	x				Yes	Financial services, Manufacturing, Pharmaceuticals	International
Rau and Associates Ph. 337-477-0758 Fax 337-478-9440	1989			x					No	Pharmaceutical, Chemical processing, Distributors	USA

ISO 9000 Consultants Guide

	Date Established	Standards							Guarantees Registration	Primary Industries Covered	Geographic Region
		AS9000	CE Mark	ISO 9000	ISO 14000	QS-9000	TE Supplement	TL 90000			
Reger Quality Consultants Ph. 888-476-9004 Fax 262-335-3859	1992	x		x		x	x		Yes	Manufacturing, Distribution, Assembly	North America
Results International Ph. 800-971-0967 Fax 614-436-5881	1982	x		x	x	x	x	x	Yes	Manufacturing, Service, Software	USA
Results Systems Corp. Ph. 248-244-8550 Fax 248-244-8504	1983	x		x	x	x	x		Yes	Automotive, Manufacturing, Service	Midwestern USA
RMS Consulting Ph. 408-273-3658 Fax 408-248-8432	1999			x		x		x	Yes	Telecommunications, Manufacturing, Chemical	West Coast USA
Rochester Institute of Technology Ph. 716-475-5070 Fax 716-475-5959	1981	x		x		x		x	No	Manufacturing, Research and development, Automotive	Northeastern USA
S&S Consulting Associates Inc. Ph. 910-458-3363 Fax 910-458-3363	1993	x	x	x		x	x	x	Yes	Metal, Electronic, Textile	Eastern and Midwestern USA
Software Certification Institute Ph. 805-937-5383 Fax 805-937-5383	1984	x		x					No	Aerospace, Electronics, Pharmaceutical	USA
SSI Consulting Group Ph. 724-832-8440 Fax 724-832-8485	1986			x		x			Yes	Manufacturing, Steel, Casting	Northeastern USA
Stat-A-Matrix Ph. 800-472-6477 Fax 732-548-0409	1968	x	x	x	x	x	x	x	No	Manufacturing, Automotive, Aerospace and defense	USA
Statistical Quality Control Institute Ph. 920-922-7938 Fax 920-923-7154	1983	x		x		x			No	Metals, Electrical, Cookware	Midwestern USA
The Stornoway Group Inc. Ph. 905-853-2918 Fax 905-853-2918	1992		x	x	x	x	x		Yes	Automotive, Chemical, Food	North America
Strider International Inc. Ph. 800-891-6629 Fax 416-674-5644	1995			x	x	x			Yes	Manufacturing, Service, Distribution	North America
Synergistic Systems Inc. Ph. 888-924-0099 Fax 225-927-2934	1983			x		x			Yes	Distribution, Chemicals, Manufacturing	International
Tantara Management Services Ph. 403-244-8696 Fax 403-244-9291	1993			x					Yes	Software development, High-tech	Canada
Team 14000 Inc. Ph. 201-837-5934 Fax 201-837-8893	1984	x		x	x					Service, Chemical, Environmental	Eastern and Midwestern USA
The Tetris Management Group Ph. 780-437-3048 Fax 780-988-9003	1992			x		x			Yes	Service, Manufacturing, Processing	Western Canada
Tom Bair & Associates Ph. 417-627-9577 Fax 417-624-7688	1991	x		x		x	x	x	Yes	Automotive, Aerospace, Electromechanical and chemical	USA
TQM Management Consultants Ph. 510-895-5834 Fax 510-895-1087	1989	x		x		x			Yes	Electronics, High Tech, Manufacturing	Western USA
Track 2000 Quality Associates Ph. 613-477-2500 Fax 613-477-1842	1992			x	x	x	x		No	Metalworking, Plastics, Services	Ontario
Tri-Tech Services Inc. Ph. 412-655-8970 Fax 412-655-8973	1987	x	x	x	x	x	x	x	No	Manufacturing, Transportation and distribution, Construction	North America
Unique Development International Inc. Ph. 800-622-6437 Fax 519-685-9043	1987	x		x	x	x	x		Yes	Automotive parts, Metal fabrication, Machine shops	North America
University of California Extension, Santa Cruz Ph. 408-342-0231 Fax 408-342-0164	1990	x		x		x			No	Hardware/Software, Semiconductors, Networking/Peripherals	Northern California
Vanguard Consulting Ph. 847-446-0820 Fax 847-446-0821	1986			x		x			Yes	Molding, Food, Electronics	North America
The Victoria Group Inc. Ph. 800-845-0567 Fax 703-691-2542	1990	x		x	x	x		x	Yes	Manufacturing, Service, Electronics	USA
Vision-IBS Ltd. Ph. 877-767-4462 Fax 248-788-8003	1990			x	x	x	x		Yes	Manufacturing, Service, Government	North America
W. R. Wayman & Associates Ph. 972-539-0335 Fax 972-539-0335	1990	x		x		x		x	No	Aerospace, Electronics, Service	North America
R.T. Westcott & Associates Ph. 860-388-6094 Fax 860-388-6094	1979	x		x	x	x			Yes	Manufacturing, Printing, Consulting and engineering	USA
Wheeler and Young Inc. Ph. 905-471-9064 Fax 905-471-9989	1993			x					Yes	Software, Telecommunications, Professional	Ontario
Williams & Associates Ph. 519-853-0571 Fax 519-853-4816	1978	x	x	x	x	x	x	x	Yes	Manufacturing, Service, Government	North America, Europe
Woods Quality Center Ph. 319-399-6465 Fax 319-399-6457	1993		x	x		x			No	Business, Service, Education	Midwestern USA
WorldSource One Inc. Ph. 800-999-1199 Fax 702-645-6283	1994			x		x			Yes	Government, Services, Manufacturing	USA

ISO Consultants Directory

3C Technologies Inc.

6834 Spring Valley Drive, Ste. 202
Holland, OH 43528
Ph. 800-327-6583 Fax 419-868-8993
www.3ctech.com

Customized training, consulting, assessments and products for ISO 9000:2000, ISO/TS 16949, QS-9000, TE Supplement, ISO 14000, TPM, lean manufacturing and Six Sigma. Workshops on implementation, documentation and internal auditing.

4a Better Business Inc.

8950 Gross Point Road
Skokie, IL 60077
Ph. 847-470-4513 Fax 847-470-3511
www.4abetterbusiness.com

Implementation-based consulting services for product and process improvement. Interactive training includes CD-ROM-based training for process mapping, root cause analysis, FMEA, internal auditing and ISO 9001:2000.

Addstan Management Systems Inc.

5501 Doncaster Way
Minneapolis, MN 55436-2017
Ph. 952-929-7050 Fax 952-929-8212
Complete training and consulting in the AS9000, ISO 9000, ISO 14000, QS-9000 and TL 9000 international standards.

Adrian Group

628 Barcliff Road, Ste. 100
Norfolk, VA 23505
Ph. 800-552-7929 Fax 757-440-0189
www.adriangroup.com

A systems consulting resource for companies seeking compliance and registration to ISO 9001, ISO 14001, QS-9000, TL 9000, AS9000, AS9100, ISO/TS 16949 or FDA-CGMP (devices). Turnkey system development and training on selected elements, including documentation creation; audit program development; document, records control; and employee training.

Advent Management International Ltd.

411 Old Baltimore Pike
Chadds Ford, PA 19317
Ph. 800-726-7985 Fax 610-388-9338
www.getresults.com

Advent provides standards-compliance programs for ISO 9000, ISO 14000 and related standards, plus strategic integration, project management, contract auditing and training.

AFCI Inc.

7125 Atlanta Ave.
Virginia Beach, VA 23451
Ph. 800-789-3704 Fax 757-428-7039
www.baldrigeworks.com

Alamo Learning Systems

3160 Crow Canyon Road, Ste. 280
San Ramon, CA 94583
Ph. 800-829-8081 Fax 925-277-1919
www.alamols.com

Alamo specializes in such areas as problem solving and decision making and project management and offers custom-tailored solutions for ISO 9000-based quality systems and business process improvement.

American Quality Associates Inc.

7628 S.E. Autumn Lane
Hobe Sound, FL 33455
Ph. 561-286-8430 Fax 561-286-8490
www.amerquality.com

American Quality Associates Inc. offers a full range of management, quality and environmental management system services to help your company achieve ISO 9000, QS-9000 and ISO 14000 registration; TQM; and continuous improvement, process auditing and MPTQM.

Applied Quality Systems Inc.

446 W. County Road D
St. Paul, MN 55112
Ph. 800-633-2588 Fax 651-633-7903
www.aqsperformance.com

Applied Quality Systems provides a complete suite of RAB-accredited ISO 14000 and ISO 9000 programs. ISO 9000 programs are available with industry-specific content.

AQPE LLC

561 N. Riverside
St. Clair, MI 48079
Ph. 810-334-6400 Fax 810-329-2018
AQPE offers ISO 9000 and QS-9000 design, facilitation and training; engineering and consultant services and ISO 14000 support; and DOE, QFD, value engineering, benchmarking, problem solving, and new product development.

Arch Associates LLC

41620 Six Mile Road, Ste. 102
Northville, MI 48167
Ph. 248-449-5433 Fax 248-449-5434
www.archassociates.com
Arch provides training in ISO 9000, ISO/TS 16949, ISO 17025, QS-9000 and TE Supplement, SPC and reliability/maintainability/cost reduction. Support and follow-up includes consulting, system development and documentation, on-call problem solving and audit support.

Argyle Associates Inc.

One Robin Woods Lane
South Salem, NY 10590
Ph. 914-533-6655

Aspect International Management Ltd.

Denbigh House, Denbigh Road
Milton Keynes, MK1 1YP United Kingdom
Ph. 44-1908-368071 Fax 44-1908-648828

Associated Consultants International

33 Baxter Crescent
Thorold, ON L2V 4S1 Canada
Ph. 905-680-1142 Fax 905-680-2871
www.isoaci.com
ACI has the fastest implementation and the first long-term care registration, with more than 80 first-time registrations to the ISO 9000 series, AS9000 and QS-9000.

Atek

340 Cooley St., Ste. 287
Springfield, MA 01128
Ph. 413-525-0149 Fax 413-525-0395

Baxter Associates

850 N. Adams Road, No. 7
Birmingham, MI 48009
Ph. 248-645-1724 Fax 248-647-3904
www.bax1.com
Baxter Associates offers supplier quality assurance and full support for related systems—ISO 9000, QS-9000, TE Supplement; statistical methods, process control and SPC software; on-site implementation services for manufacturing documentation and SPC software; and defect and cost-reduction projects.

Bay Advisors LLC

4521 Greenfield
Bay City, MI 48706
Ph. 517-671-0536 Fax 517-671-0536
www.bayadvisors.com

Benchmark Technologies Corp.

3161 N. Republic Blvd.
Toledo, OH 43615
Ph. 800-637-9536 Fax 419-843-7218
www.benchmark-usa.com

Complete design and implementation of quality systems to achieve compliance and forward your business objectives.

Besterfield & Associates

Two Clark Drive
Fairview Heights, IL 62208

Ph. 618-394-1794 Fax 618-394-1794
This full-service company provides in-house training; problem solving; and program implementation on DOE, Taguchi, SPC, TPM, TQM, ISO 9000 and ISO 14000.

Brewer and Associates Inc.

2505 Locksley Drive
Grand Prairie, TX 75050
Ph. 972-641-8020 Fax 972-641-1327
www.bai-bk.com

Brewer is ISO 9001-certified and provides auditor and ISO 9000 training. ISO auditor transition training will be available in 2001. Consulting services offered.

Bridges Quality Consulting

61 North Hayden Parkway
Hudson, OH 44236
Ph. 330-650-9849

BQC provides individualized coaching, training and consulting services.

BTI Services Inc.

785 Westney Road S., Ste. 7
Ajax, ON L1S 7G1 Canada
Ph. 905-686-0101 Fax 905-686-8101
www.pengroup.com/affiliates/bti

Burnett Associates

35 Chablis Drive
Fairport, NY 14450
Ph. 716-223-0724 Fax 716-223-9057

Business Performance Associates

10658 La Roda Drive
Cupertino, CA 95014
Ph. 408-366-0848 Fax 408-366-0838
www.bpaconsultants.com

Business & Quality Management Systems Inc.

39510 Paseo Padre Parkway, Ste. 370
Fremont, CA 94538
Ph. 800-934-9001 Fax 510-739-1071
www.bqms.com

BQMS provides quality business process solutions through training, consulting and application integration services.

Bywater Inc.

Two Stamford Landing,
68 Southfield Ave.
Stamford, CT 06902
Ph. 203-973-0344 Fax 203-973-0345
www.bywater-consulting.com

Bywater provides consulting and training services to all industry sectors.

Canatech Consultant Group Inc.

2434 Bolen Bay
Regina, SK S4V 0V6 Canada
Ph. 306-789-5091 Fax 306-789-5091
www.cableregina.com/business/canatech
Canatech provides comprehensive training and consulting, specializing in ISO 9000 and SPC. Training is custom-designed.

Castle Engineering Services Inc.

38 Halson St.
Ancaster, ON L9G 2S3 Canada
Ph. 905-648-2569 Fax 905-648-2569
CES provides a down-to-earth customized service integrating workplace activities with ISO requirements.

CCS Business Improvement Services Inc.

1182 Old Post Drive
Oakville, ON L6M 1A6 Canada
Ph. 905-847-7811 Fax 905-847-7845
www.ccsbis.com

CCS professionals provide expert guidance to hundreds of companies in implementing ISO 9000, ISO 14000, QS-9000

and TE Supplement systems, on-site training, and obtaining product certification to CSA, UL and CE marking.

CEEM Inc.

12110 Sunset Hills Road, Ste. 140
Reston, VA 20190
Ph. 800-745-5565 Fax 703-250-5313
www.ceem.com

CEEM Inc. provides seminars, consulting and software as well as a comprehensive range of publications on quality, environmental management and health and safety, and information security.

Center for Continuous Quality Improvement

2625 N. Loop Drive, Ste. 2130
Ames, IA 50010
Ph. 800-854-9051 Fax 515-296-7096
www.ccqi.com

CCQI uses a comprehensive approach that integrates the Deming Management Philosophy, the Goldratt Theory of Constraints and Covey's Principle-Centered Leadership.

CGTechsupport LLC

Muskegon, MI
Ph. 231-843-4945 Fax 231-845-2973

Change Management Consulting Inc.

82 Benson Drive
Wayne, NJ 07470
Ph. 973-696-7878 Fax 973-696-5858
www.cmc-global.com

Change Management Consulting is a full-service organizational improvement and training firm market leader.

Charles Fisher Associates Ltd.

6791 N. River Road
Byron, IL 61010
Ph. 815-234-3198 Fax 815-234-3286

Chartier, Larose et Associes Inc.

1371 Notre-Dame St. W., Ste. 2
Montreal, PQ H3C 4J6 Canada
Ph. 514-933-0483 Fax 514-933-9733
www.chartier-larose.com

Chartier, Larose et Associes is ISO 9002-registered and offers quality management services and human resources training, as well as ISO 9000 and ISO 14000 consulting.

Clark Quality Advantage Inc.

14801 County Road 40
Goshen, IN 46528
Ph. 888-234-6737 Fax 219-642-5004
www.clarkqa.com

Clark Quality Advantage Inc. specializes in complete system implementation and training for ISO 14001, ISO 9000:2000, QS-9000, ISO/TS 16949, ISO 17025 and TL 9000 and more.

Clydesdale International Management Consulting

570 El Camino Real, No. 150
Redwood City, CA 94063
Ph. 800-360-4476 Fax 650-367-7383
www.clydesdale.com

COACHWorks

Ph. 607-659-5426

Collier & Associates

14802 La Capelle Road
La Mirada, CA 90638
Ph. 714-562-8155 Fax 714-562-8631
www.collierassociate.com

ISO 9000, QS-9000 and AS9000/9100 on-site internal auditor training, management review training, ISO 9001:2000 management overview training, assess-

ments and audits (gap/preliminary/supplier), internal auditing services, and general ISO 9000 consulting.

Consultants in Quality Inc.

319 Friendship St.
Iowa City, IA 52245-3916
Ph. 888-330-8283 Fax 319-339-9488
www.cob.niu.edu/execclub/mem/serv/stum.p.html

Consultants in Quality Inc. provides experienced management consulting for ISO 9000, QS-9000, TQM, Baldrige Award criteria, Six Sigma and initiating business process improvement activities.

Continuous Improvement Technology

113 McHenry Road, No. 211
Buffalo Grove, IL 60089
Ph. 847-459-3880 Fax 847-394-9587
Complete turnaround quality systems development and deployment based on ISO 9000, QS-9000, TE Supplement, AS9000, TL 9000, ISO 14001 and other related standards and customer requirements. Consulting and guidance in TQM, Malcolm Baldrige National Quality Award, team building, problem solving, SPC and similar practices.

Creative Resources Inc.

6134 W. Willow Ave.
Glendale, AZ 85304
Ph. 623-979-0732 Fax 623-979-0732
Creative Resources Inc. consults in the areas of quality systems consulting, business management, team building and ISO 9000. Creative Resources also offers seminars and consulting services on business improvement, organizational development, employee development and personal productivity.

CSG Inc.

3031 Javier Road
Fairfax, VA 22031
Ph. 800-222-9001 Fax 703-205-0684
www.csqincorp.com

Customer Satisfaction Measurement

15559 Union Ave., No. 106
Los Gatos, CA 95032
Ph. 408-267-9037 Fax 408-978-3901
CSM specializes in external and internal customer satisfaction measurement.

D'Ardenne Associates Ltd.

707 E. Broad St.
Dublin, VA 24084
Ph. 540-674-2350 Fax 540-674-2535
www.dardenneassociates.com

D'Ardenne Associates provides consulting services in ISO 9000, ISO 14000, QS-9000 and TE Supplement.

Det Norske Veritas Inc.

3805 Crestwood Parkway, Ste. 200
Duluth, GA 30096
Ph. 800-486-4524 Fax 770-279-0282
www.dnv.com

Drewe & Associates

9294 Scenic Bluff Drive
Austin, TX 78733
Ph. 512-263-2960 Fax 512-263-2960
www.drewe.com

Dynamic Quality Systems

6818 Tralee Court
Fort Wayne, IN 46835
Ph. 219-486-5110 Fax 219-486-5584
Dynamic Quality Systems provides, RAB- and ICQC-certified consulting, training, gap analysis and system imple-

ISO 9000 Consultants Directory

mentation. ISO 9000, ISO 14000, QS-9000, ISO/IEC Guide 25, TL 9000, TE Supplement, AS9000 and many more.

E. Burns Consulting

295 Water St., Unit 97
Guelph, ON N1G 2X5 Canada
Ph. 519-836-0363 Fax 519-767-6727
E. Burns Consulting implements and audits quality management systems.



Eagle Group USA Inc.

100 W. Big Beaver Road, Ste. 200
Troy, MI 48084
Ph. 800-508-9044 Fax 248-355-4623
www.eaglegroupusa.com

Eagle Group specializes in designing and providing solutions to implement ISO 9000, QS-9000, TE Supplement, ISO 14000, AS9100, TL 9000 and TQM initiatives. Training includes RAB-accredited quality management system and environmental management system lead auditor, advanced auditor, IQA, APQP, PPAP, FMEA, MSA, SPC, 8-D, R&M tools, QOS/BOS and AQP-TE.

Educational Data Systems Inc.

15300 Commerce Drive N., Ste. 200
Dearborn, MI 48120
Ph. 313-271-2660 Fax 313-271-2698
www.educational-data-sys.com

This ISO 9001-registered consulting firm specializes in providing customized services, which include training (including SPC and internal auditing), policy and procedure manual documentation, pre-assessments and consulting for ISO 9000, QS-9000 and the TE Supplement.

EduVision Inc.

2006 Waters Edge Drive
Oakville, ON L6L 1A4 Canada
Ph. 888-818-6403 Fax 905-825-5513
www.eduvision.on.ca

Provides consulting and training services for quality management, including ISO 9000 and TQM, focusing on public and private sector service organizations. Assessments, gap analysis, implementation training, and support and audit services. Specialists in cost of quality and service performance measurement.

Entela Inc.

3033 Madison Ave. S.E.
Grand Rapids, MI 49548-1289
Ph. 800-888-3787 Fax 616-247-7527
www.entela.com

Entela's services include testing, failure analysis, consultation, program management for materials, components and systems, engineering services, quality system registration (ISO 9000, QS-9000, ISO/TS 16949, TE Supplement, ISO 14000, public training), international product certification, and CE marking.

Escoe/Bliss Communication

17880 Skypark Circle, Ste. 101
Irvine, CA 92614
Ph. 888-814-3633 Fax 949-263-9249
www.escoebliss.com
Documentation specialists: ISO 9000-compliant policies, procedures, work instructions and forms. ISO 9000 gap analysis and consulting. Records management consulting and conversions.

ISO 9000 Consultants Directory

Essential Resources LLC

45 Park Place S., Ste. 330
Morristown, NJ 07960
Ph. 888-326-7250 Fax 888-326-7251
Essential Resources LLC offers full-service ISO 9000 and QS-9000 customer satisfaction measurement and management systems consulting with customer satisfaction survey research and analysis and competitive benchmarking.

ETC Group Inc.

1300 Avenida Alvarado
Roseville, CA 95747
Ph. 800-987-0020 Fax 916-772-0544



EtQ Inc.

399 Conklin St., Ste. 208
Farmingdale, NY 11735
Ph. 800-354-4476 Fax 516-293-0784
www.etq.com

EtQ Solutions enables employees, suppliers and customers to create, collaborate, approve, manage and distribute critical forms and documents to achieve and maintain a Web-based, paperless system for ISO 9000, QS-9000, ISO 14000 and similar standards for quality and environmental management. Administrators are able to customize the application with only a Web browser.

EuroQuest

8351 Roswell Road, Ste. 171
Atlanta, GA 30350
Ph. 800-355-3876 Fax 770-395-0737
www.euroquest.net

EuroQuest specializes in training and consulting for quality management. Areas of expertise include ISO 9000, QS-9000, ISO 14000, ISO 17025, Six Sigma and lean manufacturing.



Excel Partnership Inc.

75 Glen Road
Sandy Hook, CT 06482
Ph. 800-374-3818 Fax 203-426-7811
www.excelpartnership.com

Farallon Consultants Ltd.

2856 Shakespeare St.
Victoria, BC V8R 4H3 Canada
Ph. 250-370-9664 Fax 250-370-9420
Farallon helps companies develop management systems based on the ISO 9000, ISO 14001 and OHSAS 18001 standards (safety).

FED-PRO Inc.

2811 19th Ave.
Rockford, IL 61108
Ph. 800-833-3776 Fax 815-227-1984
FED-PRO Inc. is a multifaceted consulting and training firm that specializes in the areas of quality assurance and contract administration. Products and services include video training films, quality manuals on diskette, seminars and consulting.



Follmer, Rudzewicz Advisors Inc.

26200 American Drive, Ste. 500
Southfield, MI 48086
Ph. 248-355-1040 Fax 248-355-9904
www.fradvisors.com

Quality and process improvement consulting. FRA specializes in ISO 9000, QS-9000, TE Supplement and AS9000 implementation; strategic business assessments; quality system software integration; and providing applications-based workshops and training.

FQS Inc.

P.O. Box 15606
Loves Park, IL 61132
Ph. 815-961-9972 Fax 815-961-9956
iso9000y2000.com

G.R. Technologies

3800 Steeles Ave. W., Ste. 103W
Woodbridge, ON L4L 4G9 Canada
Ph. 905-856-1320 Fax 905-856-1369
www.grtechnologies.com
G.R. Technologies provides training and consulting services for ISO 9000, ISO 14000, QS-9000, TE Supplement and business process improvement: gap analysis, pre-assessments, system facilitation and documentation review.

George S. May International Co.

303 S. Northwest Highway
Park Ridge, IL 60068

Ph. 800-999-3020 Fax 847-825-7937
www.georgesmay.com

Georgia Tech Center for International Standards & Quality

151 Sixth St., Room 143
Atlanta, GA 30332
Ph. 800-859-0968 Fax 404-894-1192
www.cisq.gatech.edu

CISQ provides quality and international standards training, auditing and technical assistance. Registered to ISO 9001. International standards, ISO 9000, ISO 14000, CE marking, QS-9000, and quality and environmental management systems.

GHR Associates

103 Kakeout Road
Butler, NJ 07405
Ph. 973-838-8915 Fax 973-838-8915
www.ghrassociates.com

GHR Associates provides ISO 9000, QS-9000 and 21CFR820 consulting services, including internal auditing, registration plan and guidance, management and auditor training, quality manual and document preparation and/or review, preassessment audits and corrective action guidance.

Global Quality Institute

102 Rosedale Ave. W.
Brampton, ON L6X 1K1 Canada
Ph. 905-452-9788 Fax 905-452-1273
www.globalquality.com

GQI provides world-class software solutions, consulting and training.

Global Quality Services Inc.

599 Lexington Ave., Ste. 2300
New York, NY 10022
Ph. 212-355-5596 Fax 212-421-1940
Provides quality management and inspection services, including audits, certification, source inspection, testing, troubleshooting and expediting.

GlobalQual Inc.

P.O. Box 250543
West Bloomfield, MI 48325
Ph. 248-932-8438 Fax 248-932-8438
GlobalQual provides training, auditing and performance management services, including ISO 9000, ISO/TS 16949, QS-9000 and TE Supplement gap analyses and consulting.

Grant Thornton LLP

500 Pillsbury Center N.
200 S. Sixth St.
Minneapolis, MN 55402
Ph. 612-963-2460 Fax 435-603-2855
www.gt.com

Grant Thornton provides consulting and training services, including conformance with ISO 9000, QS-9000, ISO 14000, and assorted industry standards.

The Greenwich Consulting Group

100 Rumstick Road
Barrington, RI 02806
Ph. 401-245-5254 Fax 401-245-5149
The Greenwich Consulting Group creates customized quality systems to meet requirements including ISO 9000, QS-9000, ISO/IEC Guide 25 and AS9000. Also offers assistance in internal audit training, cost of quality analysis, meeting facilitation and continuous improvement techniques.

Group 9000, M.E. Williams Ltd.

136 Boston Road
Chelmsford, MA 01824
Ph. 978-256-9141 Fax 978-256-3489
www.group9000.com

Quality management consultants specializing in ISO 9000, AS9100, QS-9000, TL 9000 and ISO 14000 compliance. Assists with the maintenance of management systems, including management reviews and internal auditing programs.

Gunneson Group International Inc.

500 International Drive
Mt. Olive, NJ 07828
Ph. 973-347-1313 Fax 973-347-5959
www.gunnesongroup.com

Gunneson specializes in advanced leadership processes, team-based organizations, breakthrough reengineering and the 21st century agile virtual enterprise. Core competencies include training outsourcing, customer service systems and surveys, team building, strategic planning, Baldrige, ISO and culture assessments.

H.J. Steudel & Associates Inc.

6417 Normandy Lane, Ste. 205
Madison, WI 53719
Ph. 608-271-3121 Fax 608-271-4755
www.hjsteudel.com

H.J. Steudel & Associates provides consulting and training for ISO 9000, QS-9000 and ISO 14000, including documentation development, internal auditing and quality/engineering processes. Other services include customized training and consulting for strategic planning, TQM implementation, SPC and team training.

H.W. Fahrlander & Associates

640 Downing Drive
Richardson, TX 75080
Ph. 972-783-1216 Fax 972-783-6043
H.W. Fahrlander provides hands-on consulting and training in quality management; Six Sigma; statistical process control; supplier quality management; and ISO 9000, QS-9000 and AS9000 quality systems. Also provides baseline and compliance auditing and source inspection services.

Harrison M. Wadsworth & Associates Inc.

660 Valley Green Drive, N.E.
Atlanta, GA 30342
Ph. 404-255-8662 Fax 404-250-1493

Hartley Group-Performance Paradigms Inc.

7006 N.W. 63rd St., Ste. 205
Bethany, OK 73008
Ph. 800-391-7308 Fax 405-722-1552
www.hartleygroup.net

HESTER Associates Inc.

71 Stage Island Road
Chatham, MA 02633
Ph. 508-945-4860 Fax 508-945-4862
www.hesterassociates.com
HESTER specializes in business process improvement and Web site designs.

Human Quality Educational Products

P.O. Box 457
Lancaster, ON K0C 1N0 Canada
Ph. 613-347-1858 Fax 613-347-7630
www.human.ca
Human QEP provides quality assurance consulting, seminars and training products, such as the ISO 9000 orientation videotape and gap analysis toolkit.

Huntington Quality Associates Inc.

533 Henry St.
Huntington, IN 46750
Ph. 800-496-8476 Fax 219-356-6006
www.hqa.com

Independent Quality Assurance & Management Services

5110 Wallace Ave.
Delta, BC V4M 1A1 Canada
Ph. 604-943-7459 Fax 604-943-7459
IQAM Services provides quality assurance and management services. CGSB- and NQI-certified auditors. Provides equipment inspection and fault investigation services for electrical equipment.

Independent Quality Consultants Inc.

19099 Kennedy St., N.W.
Elk River, MN 55330
Ph. 763-441-7912 Fax 763-441-6977
Independent Quality Consultants Inc. provides training, consulting, quality systems development for ISO 9000, QS-9000, internal auditing and the medical device regulation (GMP).

Individual Solution

Options/Quality Services Inc.

11310 Stormy Ridge Road
Austin, TX 78739-4331
Ph. 512-282-0181 Fax 512-280-7175
members.aol.com/ISOQSinC
ISO/QS Inc. trains and consults for Baldrige, ISO 9000, QS-9000, ISO 14000, FMEA, SPC, process improvement/mapping, design of experiments, disciplined problem solving (8D), project management, and other methods. RAB- (ISO 9001 and ISO 14001) and AIAG-certified auditors and trainers.

Industrial Educational Services

6805 Alto Vista Drive
Nashville, TN 37205
Ph. 615-352-8194 Fax 615-352-8194

Industrial Training Service Inc.

3400 Fairview St. (Lower Level)
Burlington, ON L7N 3G5 Canada
Ph. 905-634-6383 Fax 905-634-0144
www3.sympatico.ca/its.inc_paul

Complete consulting services for ISO 9000, QS-9000, ISO/TS16949 and ISO 14000 documentation, implementation, internal audit preparation and registrar selection. Quality training for FMEA, APQP, SPC, PPAP, MSA, management review, lead auditor, continuous improvement, cost of quality, etc.; safety, lift truck and hoist training; calibration services; ISO 9000 and QS-9000 maintenance and more. ISO 9002:1994 and ISO 17025:1999-registered.

INFORM

15913 Edgewood Drive
Montclair, VA 22026
Ph. 703-680-1436 Fax 703-680-1356
www.informintl.com

The International Forum for Management Systems Inc. (INFORM) provides information on management systems based on ISO 9000 and ISO 14000. Basic video training programs on ISO 9000, ISO 14000 and QS-9000 and publications.

Innovative Quality Services

5703 Willow Elm Drive
Arlington, TX 76017
Ph. 800-431-1951 Fax 817-561-1642
www.iqserv.com

ISO 9000 Consultants Directory

Innovative Quality Services provides quality system consulting and auditing services specializing in ISO 9000 quality systems. Products include customized quality system documentation and gage calibration recording and recall software.

Interax Group

75 Lavinia St., Ste. 128
New Glasgow, NS B2H 1N5 Canada
Ph. 888-401-3956 Fax 902-485-6058
www.interaxgrp.com

International ISO Group Inc.

11405 Sebring Drive
Cincinnati, OH 45240
Ph. 800-476-3066 Fax 513-851-5881
www.gs-iso9000.com

Providers of ISO 9000, QS-9000, TE Supplement and ISO 14001 training and consulting services and software.

International Quality Consultants

428 Kyle Drive
Coppell, TX 75019
Ph. 972-393-1444 Fax 972-745-0144
International Quality Consultants provides quality consulting services, including quality manual/procedures development, quality system implementation assistance, baseline/preassessments surveys, internal quality audits and training, supplier quality audits and management review assistance.

International Quality Consultants Inc.

201 S. Duffy Road
Butler, PA 16001
Ph. 724-284-3738 Fax 724-284-1310
www.iqcconsulting.com
International Quality Consultants Inc. offers support in inspection, NDE, ISO consulting, training, expediting, surveillance and quality assurance/quality control program development.

Intertek Testing Services TSD

5900 Centreville Road, Ste. 100
Centreville, VA 20121
Ph. 800-998-9395 Fax 703-631-2511
www.its-quality.com

IQC Inc.

65-D N. Dixie Drive
Vandalia, OH 45377
Ph. 800-450-1387 Fax 937-264-1370
www.iqinc.com
IQC Inc. is a training and consulting company for ISO 9000, ISO 14000, ISO 17025, QS-9000, TE Supplement, AS9000, continuous improvement, Baldrige, TQM, problem solving and team training. Also provides training development, trainer training, on-site implementation training/consulting and regular public training courses.

IQS Inc.

19706 Center Ridge Road
Cleveland, OH 44116
Ph. 800-635-5901 Fax 440-333-3752
www.iqs.com
IQS is a highly integrated quality information system that lets you manage your quality management system and assists in ISO 9000, QS-9000 and ISO 14001 compliance. Integrated with ERP systems to provide a world-class solution.

IQues

41820 W. Six Mile Road
Northville, MI 48167
Ph. 800-793-2691 Fax 248-344-9759
www.iqes.com

ISO 9000 Consultants Directory

ISO 9000 ASSESSORS Inc.

3409 Bellview Drive
Denton, TX 76210
Ph. 940-321-3713 Fax 940-321-6594

ISO 9000 Checklist

2243 Sun Glory Lane, Unit B
San Jose, CA 95124
Ph. 408-371-9995

ISO 9000 Quality Systems Management

3189 Lansdown Drive
Burlington, ON L7M 1K1 Canada
Ph. 905-336-5002 Fax 905-336-0288
ISO 9000 Quality Systems Management provides RAB-certified international quality and/or environmental system lead auditors to facilitate and train results-based teams to become your quality (ISO 9000, QS-9000 and ISO/IEC Guide 25) and environmental (ISO 14000) system management experts.

ISO Accel Inc.

7300 Cronin Circle
Dublin, CA 94568
Ph. 888-476-9103 Fax 925-828-4468
www.isoaccel.com

ISO America Inc.

P.O. Box 2267
Frisco, TX 75034
Ph. 972-529-1253 Fax 972-529-1341
www.isoamerica.com
ISO America Inc. offers ISO 9000 consulting and implementation.

ISO Auditing Network

25999 Glen Eden Road, Ste. 225
Corona, CA 92883
Ph. 800-476-9006 Fax 909-277-2005
qualitypartners.net

ISO Environmental Consultancy Inc.

55 Hilton Ave.
Garden City, NY 11530
Ph. 516-746-3600 Fax 516-746-4432

ISO-ONLINE

1510 S. Pope Lick Road
Louisville, KY 40299
Ph. 502-244-6183
www.isoonline.bizland.com
ISO 9000 implementation and training tools available online, all updated to reflect the requirements of ISO 9001:2000.

ISO9.com

1433 Webster St., Ste. 200
Oakland, CA 94612
Ph. 866-321-4769 Fax 509-357-8673
www.iso9.com

ISO9.com enables businesses to create a fully automated ISO 9000 quality management system.

ISOguru Inc.

7966 Arjons Drive, Ste. 115
San Diego, CA 92126
Ph. 858-621-9001 Fax 858-621-9003
www.isoguru.com

The ISOguru's team provides consulting, training, implementation/compliance and auditing/gap-analysis service in the United States and Mexico for ISO 9000, QS-9000, AS9000, TL 9000, EN 46000, ISO 14001, VDA 6.1, AVSQ, EAQF, ISO/TS 16949 and AS9100.

ISOQual International

24 Mayfair St.
Norwood, MA 02062
Ph. 781-762-6664 Fax 781-762-4465
www.isoqual.com

ISOQual International provides consulting and training services to help companies develop, implement and maintain quality systems to enhance quality, increase productivity and reduce operating costs.

ISOschool.com

2025 Cipriano Place
Lady Lake, FL 32159
Ph. 352-751-0745 Fax 352-751-0627
www.isoschool.com

ISOschool.com is a virtual training and consulting firm specializing in interactive ISO 9000 training and consulting over the Internet.

ITTI LLC

875 Old Roswell Road, Ste. C-500
Roswell, GA 30077
Ph. 770-998-6379 Fax 770-998-6316
www.ittillc.com

ITTI LLC is a world-class leader in ISO consulting services specializing in ISO 9000, QS-9000, ISO 14000 and TQM. ITTI also provides in-house training programs, managed training software, gap analysis, management of internal auditing programs and preassessments.

Jacqui Sharpe, Division of 1115242 Ontario Ltd.

323 Finch Ave.
Pickering, ON L1V 1H9 Canada
Ph. 905-839-8685 Fax 905-839-2318
Customer-driven services tailored to meet customer requirements. Quality management systems training, consulting and implementation—ISO 9000, QS-9000 and AS9100. Also provides "locum" internal auditing services.

JCM-Tech Inc.

9124 Leith Drive
Dublin, OH 43017
Ph. 614-766-3670 Fax 614-792-1607
www.jcmtech.com

JCM-Tech Inc. provides documentation and training services. Documentation services include technical writing and editing, user manuals, online help, usability studies, and training development. Training topics include effective writing at work, team building, problem solving, trainer training and process improvement.

Joiner Associates

3800 Regent St.
Madison, WI 53705
Ph. 800-669-8326 Fax 608-238-2908

Kavon International Inc.

12275 Bean Road
Chardon, OH 44024
Ph. 888-637-9598 Fax 440-286-9510
www.kavon.com

Kavon International provides turnkey service to clients seeking certification to the quality system requirements. Kavon prepares the required documentation for clients' approval and guarantee certification with the registrar's first visit and offers extensive training courses in internal auditing, calibration and QS-9000 requirements.

Ken Jackman & Associates

1946 N. Huntington Blvd.
Hoffman Estates, IL 60195
Ph. 708-309-5249 Fax 847-843-3789
www.iso9000trainer.com

Ken Jackman provides ISO 9000, QS-9000 and TE Supplement consulting, training and auditing and an IATCA-certified lead auditor course for ISO 9000.

Public and on-site training are available for internal and lead auditors.

Krull & Associates Inc.

P.O. Box 377
Cleveland, OH 44092
Ph. 440-944-2545 Fax 440-944-2545

Lanier Consulting

1526 W. Lakeshore Drive
Landrum, SC 29356
Ph. 864-457-5651 Fax 801-912-5577
Lanier Consulting offers a wide variety of services pertaining to the documentation, implementation and certification of ISO 9000 quality systems.

Litvan Enterprises

Route 4, Box 62-A
Winona, MN 55987
Ph. 507-643-6057 Fax 507-643-6057
www.isoguy.com

Litvan specializes in training and consulting on ISO 9000, QS-9000, ISO 14000 and CE marking.

LumenSoft Corp.

2780 Snelling Ave. N., Ste. 330
St. Paul, MN 55113
Ph. 877-351-8985 Fax 651-697-1205
www.lumensoftusa.com

M.E.N. Associates

4915 Torrington Ave.
Parma, OH 44134
Ph. 216-973-1211 Fax 216-749-1160
www.menassociates.org and
www.iso9000-qs9000.com

M.E.N Associates is a quality systems consulting firm that specializes in problem-solving training and ISO 9000 and QS-9000 training and consulting.

Macpin Associates Inc.

22 Church St., No. 103, Ste. 331
Ramsey, NJ 07446
Ph. 201-529-4343 Fax 201-529-4143
Macpin provides customized education, training and consulting services focused on leading management and employees. Macpin specializes in on-site implementation services, interactive workshops and training sessions. The company also develops business-transformation programs and provides on-site business improvement facilitators.

Management Resources International

P.O. Box 160
Saline, MI 48176
Ph. 734-429-0747 Fax 734-944-0748
www.mri-inc.com

Management Software International Inc.

92 Montvale Ave.
Stoneham, MA 02180
Ph. 781-279-1919 Fax 781-279-2929
www.msixpert.com

Marcorp International

17515 W. Nine Mile Road, Ste. 875
Southfield, MI 48075
Ph. 248-424-5621 Fax 248-424-8009
Hands-on, how-to implementation of QS-9000, ISO 9000, ISO 14001 and TE Supplement procedures and practices. Marcorp has trained and experienced system architects capable of developing, documenting and implementing detailed ISO 9000, ISO 14001, TE Supplement and QS-9000 policies and procedures, plus ISO/TS 16949.

McCormick, Delisle & Thompson Inc.

649 Scottsdale Drive, Ste. 101
Guelph, ON N1G 4T7 Canada
Ph. 519-767-0725 Fax 519-767-0983
www.mdt.on.ca

McCormick, Delisle & Thompson Inc. supplies professional services in the areas of quality systems and process improvement.

Metropolitan Community Colleges Business & Technology Center

6899 Executive Drive
Kansas City, MO 64120
Ph. 800-841-7158 Fax 816-482-5454
www.btcenter.com

MGMT Alliances Inc.

301-1529 W. Sixth Ave.
Vancouver, BC V6J 1R1 Canada
Ph. 604-733-2899 Fax 604-733-2822
www.mgmt14k.com

MNC Group Inc.

100 New Gower St., Ste. 770
St. Johns, NF A1C 6K3 Canada
Ph. 709-754-9013 Fax 709-754-4704

Moorhill International Group Inc.

P.O. Box 26757
Tempe, AZ 85285
Ph. 480-491-2007 Fax 480-491-2101
www.moorhill.com
Moorhill is a consulting and training firm focusing on ISO 9000 and ISO 14000. Moorhill is capable of providing on-site support for implementation, documentation and auditing requirements prior to and following registration.

MOYE Co. Ltd.

59 Breadner Drive, Ste. 102
Toronto, ON M9R 3M5 Canada
Ph. 416-248-9187 Fax 416-248-9187

MRJ Consultants Inc.

21 Madison Plaza, Ste. 213
Madison, NJ 07940
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.

N.W. Contract Inspection Inc.

3819 Superior Ridge Drive
Fort Wayne, IN 46808
Ph. 219-482-5473 Fax 219-482-9077
www.nwinspection.com

Full-service calibration, inspection and measuring facility. ISO 9002- and ISO/IEC Guide 25-certified. CMM dimensional inspection of parts, gages and fixtures for PPAPs and gage R&Rs. Calibration of gage blocks, thread gages, micrometers, calipers and more. CMM training and metrology consulting.

Nachman Precision Systems Inc.

1257 Parkside Place
Virginia Beach, VA 23454
Ph. 757-481-0013 Fax 757-481-0013
www.N-P-S.com

NPS Inc. specializes in the development and implementation of value-added business management systems using ISO

9000, QS-9000, AS9100, TL 9000 and ISO 17025. NPS offers RAB-approved ISO 9001:2000 transition training for RAB-certified QMS auditors.

Nelson Associates

4211 U.S. 1 S., No. 156
St. Augustine, FL 32086
Ph. 904-797-2941 Fax 904-797-2941
www.nelsonassoc.com

Nelson Associates provides consulting and training in ISO 9000, QS-9000, continuous improvement, TQM and SPC. Nelson Associates offers preliminary assessments and gap analysis to ISO 9000 and QS-9000, seminars and guidance on internal quality auditing, strategic planning for registration, implementing the ISO 9000 and QS-9000 standards, documentation development and training of continuous improvement teams.

NWCI

3819 Superior Ridge Drive
Fort Wayne, IN 46808
Ph. 219-482-5473 Fax 219-482-9077
www.nwinspection.com

ISO 9002 and ISO 17025 full-service calibration and metrology laboratory. Nationally accredited lab to meet the requirements of QS-9000. Technicians are ASQ- and RAB-certified.

OakTree Inc.

P.O. Box 918
Granger, IN 46530
Ph. 219-272-3369 Fax 219-272-4873

Olympic Performance Inc.

7401 S.W. Washo Court, Ste. 50
Tualatin, OR 97062
Ph. 503-692-5573 Fax 503-692-5254
www.turbotraining.com

Olympic Performance provides consulting and training in quality and customer systems, including needs analysis, vendor selection and implementation of customer relationship management systems and analysis of customer facing systems.

Omnex Management & Engineering Consultants

3025 Boardwalk, Ste. 190
Ann Arbor, MI 48108
Ph. (734) 668-1000 Fax (734) 668-9414
www.omecconsultants.com

Omnex Management and Engineering Consultants provides quality management and performance enhancement consulting and training.

Operations Concepts Inc.

900 N. Kings Highway, Ste. 307
Cherry Hill, NJ 08034
Ph. 856-667-4461 Fax 856-667-4602
www.operationsconcepts.com

Operations Concepts Inc. is a leading hands-on, objective consulting firm that provides outstanding industrial engineering services to manufacturing, distribution and service firms worldwide.

P-E Handley-Walker

4511 Rockside Road, Ste. 250
Independence, OH 44131
Ph. 800-644-9004 Fax 216-524-1488
Offering consulting and training in ISO 9000, QS-9000 systems design and implementation and productivity and performance improvements.

Papa & Associates Inc.

298 Sheppard Ave. W., Ste. 200
North York, ON M2N 1N5 Canada
Ph. 416-512-7272 Fax 416-512-2016

Partners Through Change Inc.

1259 S. Elizabeth St.
Denver, CO 80210
Ph. 303-777-9680 Fax 303-765-4567
www.partnersthroughchange.com

Partners (through implementation) with organizations embarking on business process improvements; registration to ISO 9000, QS-9000, TL 9000; new product development; TQM initiatives (e.g., supply-chain management, Six Sigma and lean manufacturing); and operational support for enterprisewide system implementation. Provide project management skills, gap analysis, training, overall consulting and team facilitation services.

Pathway Consulting

4635 Orleans Lane N.
Plymouth, MN 55442
Ph. 763-383-6031 Fax 763-383-6032

PDA International Inc.

182 Forbes Road, Ste. 224
Braintree, MA 02184
Ph. 888-732-9977 Fax 781-380-3516
www.pdainternational.com

Complete consulting services for ISO 9000, QS-9000, ISO 14000, TL 9000, AS9000, EN 46001 and CE Mark. Documentation, implementation, internal audit training and registrar selection services. Training in FMEA, APQP, SPC, PPAP, MSA, lead auditor, continuous improvement, cost of quality and 2000 revisions.

Peak Consulting Group Inc.

2822 Cozumel Circle
Santa Clara, CA 95051
Ph. 408-248-2362 Fax 408-249-3009
www.peakconsult.com

Performance & Quality Consulting Group Inc.

15 Kirkley Circle
Forest, VA 24551
Ph. 804-525-6607
www.pqcg.com

Perry Johnson Inc.

26555 Evergreen Road, Ste. 1300
Southfield, MI 48076
Ph. 800-800-0450 Fax 248-356-4230
www.pji.com

Philip G. Stein Consultants

400 Oak St.
Pennington, NJ 08534
Ph. 609-737-9144 Fax 609-737-9411
www.measurement.com



Pilgrim Software
Enterprise Quality Management

Pilgrim Software

2807 W. Busch Blvd., Ste. 200
Tampa, FL 33618
Ph. 813-915-1663 Fax 813-915-1948
www.pilgrimusa.com

Pilgrim Software provides ISO 9000-compliant enterprise quality management solutions.

PIVOT Management Consultants

P.O. Box 536
Upland, CA 91785
Ph. 877-748-6862 Fax 909-982-7161
www.pivotmc.com

PIVOT provides quality and operations management services in Six Sigma, change management, quality standards (ISO 9000, QS-9000 and AS9000), business process redesign, TQM, design for manufacturability, cycle-time reduction, *kaizen*, lean manufacturing, cycle-time reduction, supplier audits, ESD control and post-merger integration.

Pleiades International Inc.

16535 U.S. 31 N.
Westfield, IN 46074
Ph. 800-816-0110 Fax 317-867-2299
www.pleiadesintl.com

Pleiades International consults on quality system implementation and compliance, including ISO 9000, QS-9000, ISO 14000 and AS9000. Pleiades provides training on standards implementation and other quality-related issues and provides auditing services.

Plexus Corp.

475 N. Cleveland St.
St. Paul, MN 55104
Ph. 888-753-9871 Fax 651-644-4949
www.plexus-training.com

Plexus Corp. is a training design and deployment company that trains and certifies all QS-9000 and TE Supplement registrar auditors in conjunction with AIAG. Plexus has training systems for ISO 9000, ISO 14000, QS-9000, TE Supplement, AS9100 and ISO/TS 16949. Open enrollment, in-house and customized training available.



Powerway Inc.

6919 Hillsdale Court
Indianapolis, IN 46250
Ph. 800-964-9004 Fax 317-598-1740
www.powerwayinc.com

Powerway offers integrated, automated software and consulting solutions to reduce the time and costs of maintaining an ISO 9000-, QS-9000- or ISO 14000-compliant quality management system.

PQ Systems Inc.

10468 Miamisburg-Springboro Road
Miamisburg, OH 45342
Ph. 800-777-3020 Fax 937-885-2252
www.pqsystems.com

PQ Systems Inc. helps customers continuously improve quality and comply with standards.

Preferred Quality Services Inc.

5250 N. Buffalo Drive
Beverly Hills, FL 34465
Ph. 352-527-3758 Fax 352-527-6797
Preferred Quality Services Inc. provides auditing and surveying services (both internal and external). PQSI also develops quality system manuals and procedures for implementing industrywide codes and standards.

PRIME Consulting Group

47000 Warm Springs Blvd., No. 516
Fremont, CA 94539
Ph. 510-794-1189 Fax 510-792-2804
www.primecg.com

PRIME is a full-service consulting and training firm specializing in enterprisewide strategic quality programs. Programs include the development and

ISO 9000 Consultants Directory

implementation of ISO 9001-certified quality management systems and business process reengineering. Services include consulting, training, auditing and documentation.

Prism eSolutions Inc.

512 Township Line Road
3 Valley Square, Ste. 362
Blue Bell, PA 19422
Ph. 888-386-2330 Fax 267-468-0190
www.primessolutions.com

Prism supplies ISO 9000, ISO 14000, QS-9000, TL 9000 and HACCP consulting and training services. Training is offered in ISO 9000:2000 transition, internal quality auditor (three-day) courses as well as training specific to QS-9000, such as FMEA, APQP and PPAP.

Procedures Standard Practices

108 S. Meadowbrook Lane
Vestal, NY 13850
Ph. 607-798-7477

PSP designs, documents and leads implementation of quality management systems (including custom-developed ISO 9000 tier-two procedural manuals for all functions) and manufacturing productivity improvement programs.

Process Quality Associates Inc.

690 King St., Ste. 2
London, ON N5W 2X3 Canada
Ph. 800-837-7046 Fax 519-667-1722
www.pqa.net

PQA offers consulting, customized training courses and workshops for ISO 9000, QS-9000 and TE Supplement. Specializing in management, quality, service, manufacturing and human resource systems.

Procon Service

15 Pleasant Place
Paris, ON N3L 3R9 Canada
Ph. 519-442-3164 Fax 519-442-1083

Productivity Improvement Center (PIC)

1610 Champlain Ave.
Whitby, ON L1N 6A7 Canada
Ph. (800) 263-3735 Fax (905) 721-3339
www.pic-northamerica.com

The Productivity Improvement Center is an ISO 9001-registered company specializing in training organizations in all quality management initiatives.

Professional Services

P.O. Box 1012
Westmont, IL 60559
Ph. 630-515-9632 Fax 630-434-9755

Professional Technology Systems Inc.

628 Barcliff Road
Norfolk, VA 23505
Ph. 800-552-7929 Fax 757-440-0189
www.ptsys.com

A full-service quality systems consulting resource preparing companies for compliance with and certification to ISO 9001, ISO 14001, QS-9000, AS9000, AS9100 and TL 9000.

The Project Technologies Group Inc.

22000 Springbrook Ave., Ste. 104
Farmington Hills, MI 48336
Ph. 248-476-1234 Fax 248-476-6682
www.projecttech.com

The Project Technologies Group assists companies to become registered to ISO 9000, QS-9000 and the TE Supplement with quality training and consulting.

ISO 9000 Consultants Directory

Prometheus Training Corp.

919 Winton Road S.
Rochester, NY 14618
Ph. 716-244-4300 Fax 716-244-4354
www.ptrain.com

Prompt Consultants

P.O. Box 560992
Charlotte, NC 8256
Ph. 704-784-1412 Fax 704-784-1415
www.promptconsultants.com
Services include MSA, A2LA, metrology, ISO 9000, QS-9000, GDT, DOE system consultation and training.

ProSolve Consulting Ltd.

117 Stonecreek Road, Ste. 1
Canmore, AB T1W 3A6 Canada
Ph. 403-266-1030 Fax 403-266-1097
Operations management consulting services including ISO 9000:2000 and ISO 14000 systems development and implementation, quality and environmental system audits, manufacturing and industrial engineering, and organization (re)design.

Q² Consultants

2072 N. 450 W., Ste. 1111
Sunset, UT 84015
Ph. 801-525-8880 Fax 801-525-8881
www.q2consultants.com
Q² Consultants provides a variety of in-house quality management training courses, ISO 9000 audits and preassessments, and consulting services.

Q² Inc.

980 Terry
Troy, OH 45373
Ph. 937-335-8595 Fax 937-335-8595
Q² Inc. provides services and training to support the development, implementation and maintenance of management systems that comply with requirements of ISO 9000, AS9100, QS-9000 and ISO 14000, and improve business performance.

Q21... 21st Century Quality LLC

3048 White Lake Drive
Whitehall, MI 49461
Ph. 800-835-6863 Fax 231-893-5151
www.q21.com

Q21 is a full-service consulting firm specializing in ISO 9000 and QS-9000.

QAI

8212 Windhaven Circle
Indianapolis, IN 46236
Ph. 877-700-6067 Fax 317-290-4371
www.trainingforiso9000.com
QAI provides training for ISO 9000, QS-9000 and ISO 14000. QAI offers on-site classes and public training classes on a regular basis in cities throughout the USA and offers lead auditor, internal auditor, and ISO 9000:2000 Managing Change classes.



QASNA Inc.

5251 McFadden Ave.
Huntington Beach, CA 92649
Ph. 714-898-0893 Fax 714-373-3767
www.qasna.com

QASNA is an accredited ISO 9000 and TickIT/ISO 9001, 9002 and 9003 training and consulting firm. Monthly courses at our training facility; on-site training, Spanish and ISO 9001:2000 standard courses are also available.

QBK

242 Chapman Road
Newark, DE 19702
Ph. 302-452-9257 Fax 302-452-9475
QBKInspection.com

QBK provides supplier quality assurance and quality consulting services. Designs supplier quality improvement programs and provides implementation assistance. Training classes, gap analysis audits, consulting and technical writing support for ISO 9000, QS-9000, TE Supplement, AS9000 and EN 46000.

QM Consulting Inc.

1421 Grand Ave.
Keokuk, IA 52632
Ph. 800-862-3229 Fax 800-862-3229
www.qm-consulting.com
QM Consulting Inc. provides quality management consulting to companies seeking registration to ISO 9000, QS-9000 and ISO 14000.

QMR Consulting Inc.

6142 Westline Drive
Houston, TX 77036
Ph. 713-974-1872 Fax 713-974-6336
www.qmrc.com
QMR Consulting Inc. (a Quality Management Resources company) provides quality management system evaluation, consulting, auditing and training.

QRX Inc.

1632 Banbury Lane
Carrollton, TX 75006
Ph. 800-966-2146 Fax 972-418-9525
www.qrx.com
A resource for quality management. QRX trains and guides organizations across all industries to achieve their ISO 9000 certification goals (including all derivatives and supplements).

Qualitran Professional Services

237 Shoreline Drive
Hawkestone, ON L0L 1T0 Canada
Ph. 800-461-9902 Fax 705-329-1890
www.qualitran.com
Qualitran provides consulting/training in continuous improvement, SPC, DOE and related disciplines. Qualitran develops and publishes SPC software, audio/video and multimedia training materials.

Quality Advisors Inc.

16981 Via Tazon, Ste. J
San Diego, CA 92127
Ph. 800-900-5222 Fax 858-592-7706
www.qualityadvisors.com

Quality Assurance Audits & Consulting

1548 Gulf Ave.
Wilmington, CA 90744
Ph. 310-549-1958 Fax 310-549-9702
www.qaaudits.com
Provides quality audits and consulting for ISO 9000, AS9000, AS9100, TL 9000 and software standards. Audits processes to requirements, gap analysis and trial audits for certification or customer assessments. Performs training for SPC, quality systems and procedures, internal auditor, safety and workmanship. Provides procedures and training materials in Spanish.

Quality Consulting

W342 N5106 Road P
Okauchee, WI 53069
Ph. 262-567-2854 Fax 262-567-7289
www.execpc.com

Consults with small to medium-sized manufacturing and service companies to improve quality systems and profits. Assists companies in preparation for ISO 9000 or QS-9000 registration. Teaches internal auditing, supplier development, team building and SPC.

Quality Consulting Services Inc.

3310 W. Bell Road, Ste. 1011
Phoenix, AZ 85053
Ph. 877-553-0399 Fax 602-547-3614
Quality Consulting Services Inc. supplies training and consultation services for ISO 9000, QS-9000 and AS9100.

Quality Control Systems and Services

P.O. Box 3411
San Clemente, CA 92674
Ph. 949-388-7686 Fax 949-388-7696
www.qcss.com

Quality Innovations Inc.

440 Jupiter Lane
Juno Beach, FL 33408
Ph. 888-698-7308 Fax 561-624-7276
Quality Innovations Inc. offers consulting, training and assessment services. Specialties are total quality management, ISO 9000 and quality assurance.

Quality Management International Inc.

P.O. Box 271
Exton, PA 19341
Ph. 800-971-4001 Fax 800-329-9004
www.aworldofquality.com

Quality Management International Ltd.

11 Birchdale Crescent
Saint John, NB E2K 4T4 Canada
Ph. 506-633-2060 Fax 506-633-2060
QML offers services as consulting, training, audits and other services as needed.

Quality Management Resources

589 Leon Drive
Endicott, NY 13760
Fax 607-786-1190

Quality Management Solutions Inc.

P.O. Box 349
Uncasville, CT 06382
Ph. 800-628-6424 Fax 860-442-3393
www.qmsolutions.com

QM Solutions provides training, consulting and auditing services for ISO 9000, QS-9000, AS9000, TL 9000, TQM, Baldrige criteria and other quality and management continuous improvement initiatives.

Quality Measurement Control Inc.

1940 Opdyke Court
Auburn Hills, MI 48326
Ph. 248-377-6007 Fax 248-377-9998
www.qmc.com

Quality One Associates

12900 W. North Ave.
Brookfield, WI 53005
Ph. 262-821-2030 Fax 262-821-3572
www.qualityoneassociates.com

Quality Partnering

811 N. Marion Ave.
Washington, IA 52353
Ph. 319-863-9026 Fax 319-863-9026
Quality Partnering specializes in ISO 9000-based quality management system implementation projects, performs internal auditing, provides supplier assessment and development, and con-

ducts third-party audits on a contract basis.

Quality Partners (CA)

25999 Glen Road, Ste. 225
Corona, CA 92883
Ph. 800-476-9999 Fax 626-791-7145
www.qualitypartners.net

Quality Partners (TX)

15301 Spectrum Drive, Ste. 400
Dallas, TX 75001
Ph. 972-661-3430 Fax 413-473-5723
www.qpartners.com

Quality Partners is a management consulting firm that works with the leadership of business services companies to develop strategies for advancing service quality and supports them in the implementation process.

Quality Practitioners

260 The Apothecary
140 N. Eighth St.
Lincoln, NE 68508
Ph. 888-701-9001 Fax 402-474-5525
www.isonet.net

Quality & Productivity Management

54 William St.
Fredericton, NB E3A 4V8 Canada
Ph. 506-454-6073 Fax 506-454-6447

Quality Resource Alliance Corp.

135 South Ellyn
Glen Ellyn, IL 60137
Ph. 888-974-1848 Fax 630-790-3840
www.qualra.com

Quality Resource Alliance Corp. performs source inspections and expediting; performs ISO 9000 assessments, and conducts all types of inspection, expediting, assessments and training.

Quality Resource Group

678 Front St. N.W., Ste. 145
Grand Rapids, MI 49504
Ph. 888-577-4462 Fax 616-454-2324
www.qrginc.com

Quality Solutions Inc.

P.O. Box 40147
Cleveland, OH 44140
Ph. 800-471-1646 Fax 440-933-7077
www.qualitysolutions.com

Management consulting services, including world-class customer-satisfaction measurement and management services; balanced scorecard processes through our integrated performance management system, ISO 9000:2000 FastTrack upgrade process; and business assessments patterned after the Baldrige criteria.

Quality Systems Assessment Co.

1949 W. 252nd St.
Lomita, CA 90717
Ph. 310-539-9510 Fax 310-539-9510
www.qsaco.com

QSA Co. specializes in high-tech aerospace and other installations of AS9000, AS9100, TL 9000, QS-9000 and ISO 9001 for manufacturers, metal finishers, and medical and service operations.

Quality Systems Associates Inc.

818 Washington St.
Manitowoc, WI 54220
Ph. 920-682-9045 Fax 920-682-9045
www.qsa-consulting.com

Quality Systems Associates Inc. provides comprehensive consulting, customized training and qualified audit services management. QSA specializes in ISO 9000, QS-9000 and ISO 14000 standards.

Quality Systems Enhancement Inc.

1790 Woodstock Road
Roswell, GA 30075
Ph. 866-577-4476 Fax 770-518-9968
www.enhancequality.com

ISO preparation specialists. Customer-focused quality training emphasizing ISO 9000, QS-9000 and AS9000 certification preparation, customer satisfaction measurement, and team-oriented problem solving.

Quality Systems Group

323 59th St. W.
Minneapolis, MN 55419
Ph. 612-869-3880 Fax 612-869-3881

Quality Systems Innovations Inc.

One Meadow Drive
Effort, PA 18330
Ph. 570-629-7094 Fax 570-629-7094
www.qsimnovations.com

Quality Systems Specialists Inc.

Route 3 Box 275C
Marietta, OH 45750
Ph. 740-373-3038 Fax 740-373-4678
www.qss-inc.com

Quality Systems Specialists offers ISO 9000 consulting, including several types of training, consulting, document writing, document review, gap assessments, pre-assessments and everything needed for ISO 9000:2000 transition.

Quality Technology Co.

635 E. Remington Road, Unit D
Schaumburg, IL 60173
Ph. 800-680-0700 Fax 847-884-7280
www.qtcom.com

QualityQuest

2117 N. Williamsburg St.
Arlington Heights, IL 60004
Ph. 888-568-9001 Fax 847-870-0872
www.mikemick.com

Products include ISO 9001:2000 documentation BLITZ CD-ROM and one-week consultation program, "ISO 9001:2000, A Special News Report" video, and "The ISO Auditors Are Coming!" video. Training and consulting also available in ISO 9000, QS-9000, AS9000, DOE, FMEA, QFD, VA/VE, benchmarking, Six Thinking Hats, lateral thinking, auditing, teams, corrective action and continuous improvement.

Quest USA Inc.

27941 Harper Ave.
St. Clair Shores, MI 48081
Ph. 810-774-9480 Fax 810-774-2709
www.subnet.co.uk/subinfo/quest

Quexx International Ltd.

2979 Panorama Drive, No. 53
Coquitlam, BC V3E 2W8 Canada
Ph. 604-728-3373 Fax 604-944-0752
www.quexx.com

Quong & Associates Inc.

54 Fortuna Ave.
San Francisco, CA 94115
Ph. 415-922-2957 Fax 415-931-4699

R.V. Armstrong & Assoc.

P.O. Box 609
Hardy, VA 24101
Ph. 800-233-6178 Fax 540-721-9500
www.rvarmstrong.com

Provides ISO 9000, QS-9000 and ISO 14000 training and consulting as well as self-managed team, teamwork, team leadership and team-based "high performance" organization development and implementation services.

ISO 9000 Consultants Directory

Rand E. Winters Group Inc.

2120 44th St., Ste. 202
Grand Rapids, MI 49508
Ph. 800-847-6838 Fax 616-455-8133
www.rewgroup.com

Rand E. Winters is an ISO 9002-registered company providing quality system training and consulting in ISO 9000, QS-9000, ISO 14000, TL 9000, ISO/TS 16949, AS9000 and related technical training. Public and in-house training programs available.

Rath & Strong Inc.

92 Hayden Ave.
Lexington, MA 02421
Ph. 800-622-2025 Fax 781-861-1424
www.rathstrong.com

Rath & Strong provides consulting, training and materials in Six Sigma, process improvement, quality, change management and organizational development, leadership coaching and executive leadership, surveys, and customer loyalty.

Rau and Associates

25 Timberly Drive
Lake Charles, LA 70605
Ph. 337-477-0758 Fax 337-478-9440
RAU and Associates specializes in continuous improvement and team processes for the pharmaceutical and chemical processing industries, customized training in good manufacturing practices (GMPs) for clients in the drug and device industries, and provide ISO 9000 consulting services.

Reger Quality Consultants

3877 Victoria Drive
West Bend, WI 53090
Ph. 888-476-9004 Fax 262-335-3859
www.rqc.com

We provided training and consulting services in ISO 9000, AS9000, QS-9000, TQM, Baldrige, DOE, SPC, FMEA, APQP, PPAP, measurement uncertainty, gage calibration and ISO/IEC Guide 25 compliance.

Resource Development Group Inc.

311 North St.
Pittsfield, MA 01201
Ph. 888-254-4157 Fax 413-499-4453
www.developyou.org

Resource Development Group provides quality system development, management coaching, organizational development and strategic business planning services. Turnkey quality systems and auditor development includes ISO 9001:2000, AS9100 and QS-9000. One-on-one executive/management coaching includes CCL 360 "benchmark" feedback.

Results International

222 E. Campus View Blvd.
Worthington, OH 43235
Ph. 800-971-0967 Fax 614-436-5881
www.resultsinternational.net

Results International is an ISO 9001-registered business-services firm providing small and medium-sized businesses with procedures documentation, process mapping and internal auditing services in support of ISO 9000, QS-9000, AS9000, and TL 9000 quality management systems and ISO 14000 environmental management systems registration.

Results Systems Corp.

755 W. Big Beaver Road, Ste. 132
Troy, MI 48084

ISO 9000 Consultants Directory

Ph. 248-244-8550 Fax 248-244-8504
www.results-systems.com
 Results Systems Corp., an ISO 9001-registered consulting firm, provides quality, environmental and management consulting services to various industries. Additionally, we distribute support products including quality management software, human resource assessment tools and asset control systems.

RMS Consulting

347 Kiely Blvd., Ste. D201
 San Jose, CA 95129
 Ph. 408-273-3658 Fax 408-248-8432
 RMS Consulting provides customized and integrated consulting and training programs for total quality, ISO 9000, ISO 9000-3, TickIT and QS-9000. Expertise includes formalizing and strengthening existing business systems, development of integrated documentation structures, auditing and quality manual development.

Robert Reid International

475 Green Tree Road
 Sewell, NJ 08080
 Ph. 856-589-6406 Fax 856-582-3906

Rochester Institute of Technology

98 Lomb Memorial Drive
 Rochester, NY 14623
 Ph. 716-475-5070 Fax 716-475-5959
www.rit.edu/eng/cqas
 CQAS at RIT offers a master's degree in applied statistics and an advanced graduate certificate in statistical quality on campus or through distance learning. Also conducts training and consulting in qual-

ity standards, statistical analysis, DOE, SPC, Six Sigma and reliability, either at RIT or on your company site.

ROI and Associates Inc.

519 Tennessee Ave.
 Fort Wayne, IN 46805
 Ph. 219-422-1023 Fax 219-422-4490

S&S Consulting Associates Inc.

102 Leeward Court
 Kure Beach, NC 28449
 Ph. 910-458-3363 Fax 910-458-3363
www.ssquality.com

S&S Consulting Associates offers business system assessments and consulting and training in ISO 9000, QS-9000, AS9000, TL 9000, and state or federal regulations. We are experts in Malcolm Baldrige National Quality Award criteria, Six Sigma programs and ISO 9001:2000.

Salvatore Castellitto

11244 Caminito Aclara
 San Diego, CA 92126
 Ph. 858-530-0870 Fax 858-547-8970

Sigma Affiliates Ltd.

5200 W. 73rd St.
 Minneapolis, MN 55439
 Ph. 952-882-8700 Fax 952-929-6297
www.sigmafll.com

Sigma Affiliates Ltd. is a quality engineering, training and consulting firm with services in TQM, Six Sigma process improvement, ISO 9000 and QS-9000 preparation, and ISO 17025 laboratory accreditation.

Simpson & Associates Inc.

319 Centre Ave., Ste. 277
 Rockland, MA 02370
 Ph. 781-982-8755 Fax 781-982-6078
www.simpson.qpg.com

Simpson & Associates' services include global standards readiness, ISO 9000:1994 and ISO 9000:2000, ISO 14000, AS9100, QS-9000, TL 9000, ISO/TS 16949, and auditing services. Training services include FMEA, APQP, SPC, DOE and TOPS. Also offers performance improvement, Six Sigma and lean manufacturing techniques.

Smithers Management Consulting Group

425 W. Market St.
 Akron, OH 44303
 Ph. 330-762-7441 Fax 330-762-7447
www.smithersconsulting.com

The Smithers Management Consulting Group offers a broad range of quality and environmental management systems consulting and training services, including ISO 9000, QS-9000, ISO/TS 16949, AS9000, ISO 14000, ISO/IEC Guide 25 and ISO 17025.

Software Certification Institute

P.O. Box 2328
 Santa Maria, CA 93457
 Ph. 805-937-5383 Fax 805-937-5383
 The Software Certification Institute offers consulting, seminars and certification services in the field of software engineering and development.

Spindler Consulting Associates

12550 N. La Belle Court
 Mequon, WI 53092
 Ph. 262-242-6446 Fax 262-242-0430

SSI Consulting Group

139 S. Pennsylvania Ave.
 Greensburg, PA 15601
 Ph. 724-832-6440 Fax 724-832-8485
www.ssicg.com

Consulting services focus on providing hands-on reliability improvement, task consulting and facilitation services to businesses.

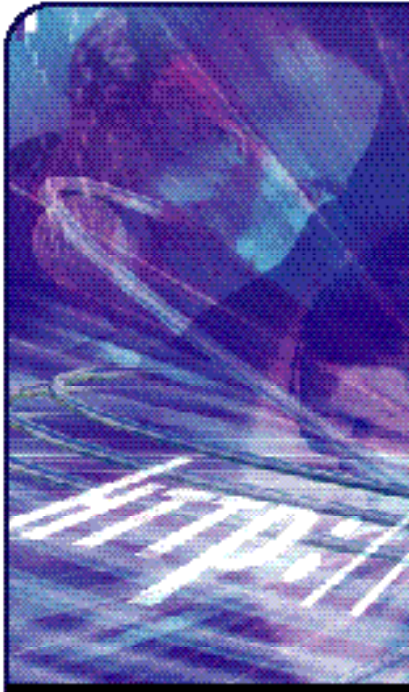
Stat-A-Matrix

One Quality Place
 Edison, NJ 08820
 Ph. 800-472-6477 Fax 732-548-0409
www.statamatrix.com

Stat-A-Matrix offers consulting and training in business process improvement, quality system implementation and regulatory compliance. Six Sigma, ISO 9000, QS-9000, TL 9000, ISO 14001 and the FDA's quality system regulation.

Statistical Quality Control Institute

P.O. Box 812
 Fond Du Lac, WI 54936
 Ph. 920-922-7938 Fax 920-923-7154
www.thesurf.com/statqcc
 Provides books, videos and correspondence courses and offers training in topics such as teamwork, ISO 9000, ISO 14000, TQM, SPC, employee involvement, supplier evaluation, benchmarking and quality function deployment.



Get a Job: Get InsideQuality.

Use InsideQuality's Web network, Career Center, to link your quality job openings with a large audience of qualified prospects. And, if you are the qualified prospect looking for a new career opportunity, you'll also want to visit the Career Center on InsideQuality.

Your InsideQuality membership is completely FREE: log on at www.insidequality.com. To advertise on InsideQuality, call 530-893-4085 or e-mail sales@insidequality.com.

Click on 
Career Center

**INSIDE
Quality**

www.insidequality.com

A Quality Marketplace and Information Community

The Stornoway Group Inc.

245 McCaffrey Road
Newmarket, ON L3X 1J5 Canada
Ph. 905-853-2918 Fax 905-853-2918
www.netrover.com/~stornoway/

Strategic Management Group

3624 Market St.
Philadelphia, PA 19104
Ph. 800-445-7089 Fax 215-387-3653
www.smginc.com

Strider International Inc.

170 Attwell Drive, Ste. 604
Toronto, ON M9W 5Z5 Canada
Ph. 800-891-6629 Fax 416-674-5644
www.striderinternational.com
Specializes in ISO 9000 implementation using a strategic planned approach.

Sunrise Consulting

5713 Glenfiddich Way
Raleigh, NC 27613
Ph. 919-961-7951 Fax: 919-866-1018

Syerson Consulting

31584 Louise Drive
Warren, MI 48093
Ph. 810-293-1201 Fax 810-294-8655
www.syersonconsulting.com
Syerson Consulting provides consulting, training and auditing services for ISO 9000, QS-9000 and the TE Supplement.

Synergistic Systems Inc.

9572 Mammoth Ave.
Baton Rouge, LA 70814
Ph. 888-924-0099 Fax 225-927-2934
Affordable and fast-track facilitation services for ISO 9000, QS-9000, ISO 14000, ISO 17025, cGMP, responsible care and business process excellence documented management systems implementation.

Synergists Inc.

4601 W. Saginaw
Lansing, MI 48917
Ph. 517-321-4466 Fax 517-321-0565
www.synergists.com

System Improvements

238 S. Peters Road, Ste. 301
Knoxville, TN 37923
Ph. 865-539-2139 Fax 423-539-4335
www.taproot.com

Systems Quality Consulting

P.O. Box 565
Alta Loma, CA 91701
Ph. 888-734-3447 Fax 909-484-9377
www.systemsquality.com

Systems Quality Consulting provides training and consulting in ISO 9000, AS9000, ISO 14000 and lean manufacturing.

Tantara Inc.

2139-27 Ave., S.W.
Calgary, AB T2T 1H8 Canada
Ph. 403-244-8696 Fax 403-244-9291
www.tantara.ab.ca

Serves the software business/process improvement and software quality assurance/management market.

Team 14000 Inc.

P.O. Box 325
New Milford, NJ 07646
Ph. 201-837-5934 Fax 201-837-8893
www.team14000.com
Team 14000 provides consulting services for companies to evaluate, plan, develop and implement ISO 9000 and ISO 14000 conforming management systems.

The Tetris Management Group

12312 42 Ave.
Edmonton, AB T6J 0W9 Canada
Ph. 780-437-3048 Fax 780-988-9003
www.tetman.com

The Tetris Management Group specializes in helping organizations develop, document and implement efficient processes compatible with ISO 9000 and other standards.

Texas International Engineering Corp.

440 Benmar, Ste. 3315
Houston, TX 77060
Ph. 281-448-8432 Fax 281-448-1112
www.tiec.com

TIEC is a technical support services firm specializing in ISO 9000, API or other industry certification. Management consulting includes organization development, training, project management, internal or vendor audits, strategic planning and feasibility studies.

Thomas Training Systems

P.O. Box 770050
Cleveland, OH 44107
Ph. 216-227-2302 Fax 216-227-2301

Tom Bair & Associates

2921 N. Park Ave.
Joplin, MO 64801
Ph. 417-627-9577 Fax 417-624-7688

Total Business Service Center

P.O. Box 23436
Rochester, NY 14692
Ph. 716-385-7570 Fax 716-385-5662
www.planetquality.com

Total Quality Measures Inc.

120 Main St., Ste. 101
Nashua, NH 03060
Ph. 603-880-4100 Fax 603-880-4416

TQM Management Consultants

934 Rodney Drive
San Leandro, CA 94577
Ph. 510-895-5834 Fax 510-895-1087
www.tqmmc.com

Implementation and consulting for total quality management (including Baldrige Award), ISO 9000, AS9000, TL 9000, and quality systems registration certification, plus statistical process control. Also, training and facilitation for team building, strategic planning, business process reengineering and trainer training.

Track 2000 Quality Associates

510 Scuttlehole Road, RR 1
Plainfield, ON K0K 2V0 Canada
Ph. 613-477-2500 Fax 613-477-1842

Tracy Smith & Associates

3114 W. Oklahoma Ave.
Enid, OK 73703
Ph. 580-242-1293 Fax 580-242-1293
Tracy Smith & Associates offers customizable ISO 9000 auditing services and full-service training and consulting for ISO 9000.

The Training Clinic

645 Seabreeze Drive
Seal Beach, CA 90740
Ph. 800-937-4698 Fax 562-430-9603
www.thetrainingclinic.com

The Training Clinic provides professional development to trainers, curriculum developers, training managers and coordinators.

Training Support Network

P.O. Box 207
La Jolla, CA 92038
Ph. 858-625-9049 Fax 858-625-9024
www.trainingsupport.com

TSN offers organizational and leadership/management development for Baldrige Award, ISO 9000, strategic planning, coaching, team building, facilitation, process improvement, performance measurement, communication, project management, diversity, negotiation and conflict resolution.

Tri-Tech Services Inc.

55 Old Clairton Road
Pittsburgh, PA 15236
Ph. 412-655-8970 Fax 412-655-8973
www.tritechservices.com

Tri-Tech Services provides engineering consulting, training and quality assurance services.

Twyman Quality International

6828 Ridgeview Drive
Edina, MN 55439
Ph. 612-944-6299 Fax 612-944-6299
metallurgistexpert.bigstep.com

Twyman Quality International provides quality management system development services for basic to ISO 9000 systems.

Unique Development International Inc.

17672 Laurel Park Drive N., Ste. 400 E
Livonia, MI 48152
Ph. 800-622-6437 Fax 519-685-9043
www.uniquedevelopment.com

University of California Extension, Santa Cruz

10420 Bubb Road
Cupertino, CA 95014
Ph. 408-342-0231 Fax 408-342-0164
www.ucsc-extension.edu

Vanguard Consulting

1980 Valley View
Northfield, IL 60093
Ph. 847-446-0820 Fax 847-446-0821
Vanguard Consulting aids organizations with strategic quality planning and designs and aids implementation of quality systems (ISO 9000 and QS-9000) and process improvement. Vanguard also provides associated training in TQM, SPC, QFD, DOE, ISO 9000 and QS-9000. Offers gap analysis and preassessments for ISO 9000 and QS-9000 services by certified auditors.

Versa Certification Consultants de México

Miguel Nieto 2595 Nte. Colonia Industrial
Monterrey, NL 64440 Mexico
Ph. 011-528-372-8703 Fax 011-528-372-7538

VCC de México specializes in quality systems diagnosis, support in implementation of quality programs and third-party surveying and product sorting for the maquila industry. Bilingual personnel available.

The Victoria Group Inc.

10340 Democracy Lane, Ste. 204
Fairfax, VA 22030
Ph. 800-845-0567 Fax 703-691-2542
www.victoriagroup.com

The Victoria Group is an ISO 9001-registered, ISO 9001 and QS-9000 consulting and training company.

ISO 9000 Consultants Directory

Vision-IBS Ltd.

P.O. Box 251051
West Bloomfield, MI 48325
Ph. 877-767-4462 Fax 248-788-8003
www.vision-ibs.com

W. R. Wayman & Associates

3722 Twin Oak Court
Flower Mound, TX 75028-1247
Ph. 972-539-0335 Fax 972-539-0335
www.wrwayman.com

This training and consulting firm offers practical and cost-effective services, including AS9000, ISO 9000, TL 9000, independent audits, TQM, SPC, customer satisfaction, continuous improvement, systems development, problem solving, benchmarking, quality costs and team building.

R. T. Westcott & Associates

263 Main St.
Old Saybrook, CT 06475
Ph. 860-388-6094 Fax 860-388-6094
RTWA guides organizations in achieving certified quality management systems, strategic planning, applications of lean thinking and other profitability-improvement techniques. RTWA provides training in process management, project management, quality tools, internal auditing, team building and facilitation, problem solving, and root cause analysis.

Wheeler and Young Inc.

33 Peter St.
Markham, ON L3P 2A5 Canada
Ph. 905-471-9064 Fax 905-471-9989
www.wheeler-and-young.on.ca
Wheeler and Young Inc. provides business management solutions, including implementation of ISO 9000-compliant quality management systems.

Williams & Associates

294 Queen St., Ste. B
Acton, ON L7J 2M2 Canada
Ph. 519-853-0571 Fax 519-853-4816
www.aztec-net.com/~wa-iso9k
Williams & Associates develops and provides business performance improvement consulting services, specializing in ISO 9000 and ISO 14001 standards.

Woods Quality Center

4401 Sixth St., S.W.
Cedar Rapids, IA 52404
Ph. 319-399-6465 Fax 319-399-6457
www.wqc.org

WorldSource One Inc.

P.O. Box 35800
Las Vegas, NV 89133
Ph. 800-999-1199 Fax 702-645-6283
WorldSource One offers consulting, training and publications for performance management and performance improvement. Specialties are leadership, strategic planning, customer service, measurement systems, process management, people management, ISO 9000, the Baldrige Award and the President's Quality Award.