

Quality Digest

2001 Quality Sourcebook Software Guide

The Quality Sourcebook's Software Guide features information on companies that provide quality software for ISO 9000, document control, calibration and flowcharting. Because there is such a wide variety of SPC software available, we have given SPC software its own section in this Quality Sourcebook. For more information on any of the products or services listed in this section, contact the companies directly. Please be sure to mention you saw their listings in *Quality Digest's* 2001 Quality Sourcebook!

Software Directory

Calibration Software and Services Directory127

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

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

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

Document Control Software Directory..133

A well-designed and secure electronic document control system should provide a safe and secure place for documents as well as a means for circulating only the current

document revision while keeping old revisions on file. Such a system also needs to allow users to create new revisions, route them for approval and inform other users when a new revision supersedes an existing document.

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

Flowcharting & Process Simulation Software Matrix137

The Flowcharting & Process Simulation Software Matrix includes products that are useful as basic flowcharters as well as those that can help implement sophisticated process simulation initiatives. The key difference is the ability of the process simulation tools to capture and analyze data. This may be as simple as calculating time and cost totals based on individual flowchart steps or as complex as performing a simulation of the process captured in the flowchart and highlighting process bottlenecks. The matrix includes the company name, product title, product attributes and the operating systems for which the software is designed.

Flowcharting & Process Simulation Software Directory138

The Flowcharting & Process Simulation Software Directory includes the company name, address, phone and fax numbers, Web address, and brief product description. (Please note that not all companies provided us with descriptions.)

ISO 9000 Software Matrix141

Perhaps nowhere does software seem more of a boon than when it can be used successfully to organize a complicated, heavily detail-oriented, documentation-intensive process such as ISO 9000 registration. Fortunately, software manufacturers have developed a wide assortment of packages to meet most every ISO 9000 need. Software types range from products specifically designed to meet the demands of ISO 9000 to more far-reaching titles that cover areas important to any quality system.

This matrix of ISO 9000 software manufacturers features more than 275 software products that aid users in a various aspects of ISO 9000 documentation or implementation (or both). The matrix includes company name, software name, software price and contact information.

ISO 9000 Software Directory149

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

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

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

Calibration Software & Services Directory

4a Better Business Inc.

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

Checklist for Evaluating Calibration Management

This software helps you compare different software packages you choose on more than 300 elements in more than 12 categories. It includes an optional numeric ranking system and suggested test strategies and is Microsoft Excel-based.

A.A. Jansson Inc.

2070 Airport Road
Waterford, MI 48327
Ph. 800-526-7766 Fax 248-674-1234
www.aajansson.com

New and used precision measuring equipment, including CMMs, optical comparators, vision systems, surface plates, gage blocks, fixed limit gages and more. A2LA calibration services available on many types of measuring equipment. Repairs, upgrades and retrofits available. A.A. Jansson offers full NIST-traceable, A2LA-certified calibration services on gage blocks, surface plates, vision systems, hand measuring tools, optical comparators, hardness testers.

Absolute Clarity & Calibration LLC

109 Main St.
Terryville, CT 06786
Ph. 860-583-0502 Fax 860-314-1851
www.absoluteclarity.com

Absolute Clarity & Calibration LLC specializes in optical measurement and inspection equipment. ACC offers field service, repair, NIST-traceable calibration and sales of optical equipment, video measurement software, bulbs, DROs and related optical equipment.

ACTCO Metrology Services

202 Westview Drive
Meadville, PA 16335
Ph. 800-382-0393 Fax 814-337-8288
www.actcometrology.com

ACTCO Metrology's services include first-article inspection, PPAPs, ISIRs, reverse engineering, fixture design and build. Equipment includes 12 optical and two touch-probe CMMs. ACTCO provides calibration and verification services using a digital laser interferometer.

Advanced Assembly Group

23640 Research Drive
Farmington Hills, MI 48335
Ph. 248-476-7875 Fax 248-473-7699
www.aagtools.com

Advanced Assembly Group provides calibration service for load cells and DC-electric and pneumatic fastening tools.

Advanced Systems & Designs Inc.

1100 Owendale, Ste. J
Troy, MI 48083
Ph. 248-689-4800 Fax 248-689-8811
www.asdspe1.com

ASD sells a complete SPC solution, which consists of SPC 1+ Realtime data collection and analysis software and ANOVA (our Design of Experiments Taguchi Methods software). The Smart-

Cable Single and GageMux Multiple input gage interfaces connect any gage to any software, and we feature the Shop-Touch line of industrial touch screen PCs and low-cost portable data collectors. ASD also sells gage calibration software.

Ahlegian Precision

10106 Chipmunk Ridge Drive
Concord Township, OH 44077
Ph. 440-352-9921 Fax 440-352-9929
www.ahlegian.com

Optical comparator charts available in 0.050-in. thick vinyl, 0.050-in. thick CTG Lexan and glass (1/8 in. to 1/4 in.). Calibration scales are accurate within 1 μ m and NIST-traceable. Ahlegian offers complete calibration services.

Altegra

1035 Redtail Road
Audubon, PA 19403
Ph. 888-306-8405 Fax 610-539-4225
www.spc4mfg.com

GageManager

GageManager performs gage calibrations and tracks calibrations, GR&Rs, repairs and gage usage. It works with Microsoft SQL Server, and customization and integration are available.

American Calibration Inc.

4410 Route 176, Ste. 14
Crystal Lake, IL 60014
Ph. 815-356-5839 Fax 815-356-5851
www.americal.com

American Calibration offers calibration, repair and sales on test equipment, including Rockwell hardness testers, optical comparators and torque wrenches. Calibration and repair of gages, including gage blocks, pin gages, thread gages, micrometers and calipers, are also available.



**American
Quality
Systems**

American Quality Systems Inc.

P.O. Box 618
Howell, MI 48844
Ph. 800-776-3090 Fax 517-545-0399
www.aqsinc.com

ProGAGE1

ProGAGE1 is an affordable ISO 9000/QS-9000-compliant calibration management system. Features include customizable reports, support for single-user or shared network use, calibration label printing and more.

AMPAC Products Inc.

143 Triunfo Canyon Road, No. 103
Westlake Village, CA 91361
Ph. 800-827-1939 Fax 800-471-3363
www.labelsntags.com

AMPAC offers labeling systems for calibration, metrology and quality control.

Angrave Metrology & Supply

P.O. Box 1825
Waterbury, CT 06722
Ph. 800-827-7487 Fax 203-753-0633
www.angrave.com

Angrave Metrology & Supply calibrates, distributes and repairs measuring tools, including thread and plain gages, optical tools, force and hardness gages, surface plates, micrometers, and calipers.

Anmar Metrology Inc.

7726 Arjons Drive, Ste. B
San Diego, CA 92126
Ph. 858-621-2630 Fax 858-621-6019
www.anmar.com

Anmar Metrology provides calibration and repair services for test and measurement equipment. Anmar is certified to ISO 9002 and 10012-1 and traceable to NIST. Capabilities include RF/microwave, electronics, dimensional, biomedical, physical, temperature and video.

Assurance Technologies Inc.

396 Fenton Lane, Ste. 605
West Chicago, IL 60185
Ph. 630-231-4800 Fax 630-231-8844
www.atiquality.com

ATI, an ISO 9001-registered corporation, offers a full spectrum of services to meet your calibration and repair requirements. ATI services most metrology equipment and hand gages. Now ISO/IEC Guide 25-accredited through L.A.B.

Blanchette Tool & Gage Manufacturing Corp.

845 Bloomfield Ave.
Clifton, NJ 07012
Ph. 973-471-2100 Fax 973-471-2104
Blanchette's metrology lab provides NIST-traceable gage calibration and inspection services. Blanchette also offers layout and contract CMM inspection of molds, fixtures and piece parts.

Blue Mountain Quality Resources Inc.

208 W. Hamilton Ave.
State College, PA 16801
Ph. 800-982-2388 Fax 814-234-7077
www.coolblue.com

Calibration Manager 3.0

Calibration Manager 3.0 is a flexible software package designed to track equipment calibration. Features include Calibrator Tie-In, Satellite, gage R&R modules, auto reminder, electronic signature, customizable reports and OLE.

Bradford Instrument & Gage Inc.

2443 E. Lincoln Highway
Coatesville, PA 19320
Ph. 610-384-6800 Fax 610-383-9426

Brooklyn Thermometer Co. Inc.

90 Verdi St.
Farmingdale, NY 11735
Ph. 800-241-6316 Fax 516-694-6329
www.brooklynthermometer.com

Brooklyn Thermometer provides NIST-traceable factory certification for all types of thermometers, hydrometers and hygrometers and has a large variety of certified thermometers in stock.

Cal Lab Co. Inc.

17035 Westview Ave.
South Holland, IL 60473
Ph. 800-373-1759 Fax 708-596-5802
www.callabco.com

Cal Lab Co. provides on-site and in-house calibration and repair service of electronic and mechanical/dimensional instrumentation. Cal Lab is accredited to ISO/IEC Guide 25, ISO 9002-registered and NIST-traceable.

Caliper Designs

99 Factory St.
Nashua, NH 03060
Ph. 603-881-8388 Fax 603-883-4083
www.caliperinc.com

Cannon Instrument Co.

P.O. Box 16
State College, PA 16804
Ph. 800-676-6232 Fax 814-353-8007
www.cannon-ins.com

Products include automated and manual glass capillary viscometers, rotational viscometers, special purpose viscometers for SAE J300 and several ASTM methods, and viscosity calibration standards. Cannon calibrates glass capillary viscometers, viscosity cups and kinematic viscosity thermometers and manufactures certified viscosity standards.

Cargille Laboratories Inc.

55 Commerce Road
Cedar Grove, NJ 07009
Ph. 973-239-6633 Fax 973-239-6096
Cargille Laboratories manufactures calibrated optical liquids and offers calibration services.

Certification & Technical Services Inc.

3650 Annapolis Lane N.
Plymouth, MN 55447
Ph. 612-557-0000 Fax 612-557-9040
www.mti-cts.com

A2LA-accredited commercial dimensional calibration laboratory and contract inspection service. CMM, surface plate and optical comparator calibration.

Certified Comparator Products Inc.

712 N. Fairfield Road
Beavercreek, OH 45434
Ph. 937-426-9677 Fax 937-426-4816
www.certifiedcomparator.com
Sales representative for Carl Zeiss CMMs, Zeiss/Tsk, Optical Gaging Products Video/Optical Inspection, Acu-Rite and Metronics DRO and Software Systems. NIST-traceable calibrations and certifications on all manufacturers optical comparators, video, microscopes and repairs. VDI/VDE and B89 calibrations and repair on CMMs.

CimWorks

11415 N.E. 128th St.
Kirkland, WA 98034
Ph. 800-955-7100 Fax 425-820-0437
www.cimworks.com

CimWorks provides flexible hardware, software and service products, including SPC, DNC, machine-event monitoring, document management and control, industrial PCs, portable data collectors, gage interface devices, BTRs, and machine control interfaces.

Cincinnati Precision Instruments

253 Circle Freeway Drive
Cincinnati, OH 45246
Ph. 800-686-3730 Fax 513-874-2536
www.cpi1stop.com

Cincinnati Precision Instruments Inc. is ISO 9002-certified and offers major brand names such as Mitutoyo and Brown & Sharpe, as well as products such as CMMs, video systems, form-measuring equipment and standard hand-held gages and fixed-limit gages.

CMM Technology Inc.

944-A Calle Amanecer
San Clemente, CA 92672
Ph. 800-648-6944 Fax 949-366-6503
www.cmmtechnology.com
A full-service CMM company with a large inventory of used CMMs and used touch probes. CMM Technology retrofits

CMM software and offers calibration and repair service.

Coors Ceramics Co.

16000 Table Mountain Parkway
Golden, CO 80403
Ph. 303-277-4327 Fax 303-277-4697
Coors Ceramics Co. offers calibration and inspection services. Coors Ceramics Co. is ISO 9001- and QS-9000-certified.

Cornerstone Metrology Service Inc.

7625 Hayvenhurst Ave., Unit 33
Van Nuys, CA 91406
Ph. 818-902-9551 Fax 818-902-9808

CPM Labs

2945 Kilgore Road
Rancho Cordova, CA 95670
Ph. 916-635-4489 Fax 916-635-4434
CPM Labs provides accurate, affordable, traceable service.

Crane Electronics Inc.

4601 Third St.
Moline, IL 61265
Ph. 309-762-2285 Fax 309-762-6356
www.torque-2-crane.com



CyberMetrics Corp.

12900 Hall Road, Ste. 435
Sterling Heights, MI 48313
Ph. 800-777-7020 Fax 810-726-7677
www.cybermetrics.com

GAGetrack

GAGetrack is the leading calibration management software solution used by thousands of companies worldwide. It's available in versions ranging from the affordable, easy-to-use SE package to comprehensive Oracle and Microsoft SQL Server client/server network versions.

DataMyte/Rockwell Automation

14960 Minnetonka Industrial Road
Minnetonka, MN 55345
Ph. 800-455-4359 Fax 952-935-0018
www.datamyte.com

EnGage!

EnGage! gage management software provides paperless data transfer between end users and calibration labs. EnGage! tracks factory floor gages, laboratory meters, electronic instruments or any other device that requires regularly scheduled calibration.

DH Instruments Inc.

4765 E. Beautiful Lane
Phoenix, AZ 85044
Ph. 602-431-9100 Fax 602-431-9559
www.dhinstruments.com

Pressure and flow products and services offered include calibration standards, piston gages/deadweight testers, controllers/calibrators, mass-flow standards, metrology software, calibration services, training courses and installation services. DH Instruments Inc. provides high-accuracy pressure and mass-flow calibration standards and services. Calibration service, repair and training is also provided.

Dickson

930 S. Westwood
Addison, IL 60101
Ph. 800-323-2448 Fax 630-543-0498
www.dicksonweb.com
Dickson manufactures temperature and

humidity, pressure, and universal input data loggers, chart recorders and monitors.

Dimensional Inspection Labs

43154 Christy St.
Fremont, CA 94538
Ph. 510-623-8940 Fax 510-623-8655
www.d-i-l.com

Dimensional Inspection Labs offers mechanical inspection of all manufactured components and assemblies utilizing CMMs with contact and noncontact capabilities and automated or manual. Also portable CMMs. ISO 9002-certified.

DOX Calibration Inc.

20795 S. Main St.
Carson, CA 90745
Ph. 877-236-9225 Fax 949-472-4379
www.doxcalibration.com
DOX calibrates and resurfaces granite surface plates. All calibration performed is traceable to NIST. It provides dry and wet lapping and on-site computer analysis. Calibration is performed in accordance with the requirements of ISO/IEC Guide 25, ANSI/NCSL Z540-1, ISO-9002 and ISO-10012-1

Eastern NDT Inc.

1404 City Point Road
Hopewell, VA 23860
Ph. 800-458-1743 Fax 804-458-1780
Eastern NDT Inc. is a distributor of non-destructive testing equipment such as borescopes, videoprobes, thickness gages, ultrasonic flaw detectors, Magnaflux equipment and supplies, X-ray machines, eddy current equipment and dye penetrants. The company also repairs and calibrates all brands of testing equipment.

Endevco Corp.

30700 Rancho Viejo Road
San Juan Capistrano, CA 92675
Ph. 949-493-8181 Fax 949-661-7231
www.endevco.com
Endevco's applications range from research and development testing to monitoring of vibration, shock and pressure. Calibration equipment and services for environmental, vibration and shock are also available for accelerometers, pressure transducers, velocity coils and vibration signal conditioners. Our methods comply with ANSI/NCSL Z540-1-1994 and are NIST-traceable.

Essco Calibration Laboratory

14 Alpha Road
Chelmsford, MA 01824
Ph. 800-325-2201 Fax 978-256-1331
www.esscolab.com
Essco is an independent calibration laboratory performing overnight service and in-laboratory or onsite service. Capabilities include mechanical, dimensional, electronic, temperature, scopes, standards, repairs, fiber optics, RF, torque, pressure and weights. ISO 9001-registered and A2LA-accredited to ISO/IEC Guide 25.



EtQ Inc.

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

Calibration Software and Services Directory

Flexbar Machine Corp.

250 Gibbs Road
Islandia, NY 11722
Ph. 800-879-7575 Fax 631-582-8487
www.flexbar.com

Flexbar's products include a number of quality precision measuring instruments, machine tool accessories, video inspection and measurement systems, and a variety of metrology-grade casting materials. Flexbar offers calibration and traceability to NIST for a wide range of gaging and other products.

Florida Standards Laboratory

716 Bunker Road
West Palm Beach, FL 33405
Ph. 561-585-9363 Fax 561-585-9366

Fluke Corp.

6920 Seaway Blvd.
Everett, WA 98203
Ph. 800-443-5853 Fax 425-446-5116
www.fluke.com

Fluke calibration hardware and software products are backed by a comprehensive package of support services.



Fred V. Fowler Co. Inc.

66 Rowe St.
Newton, MA 02466
Ph. 800-788-2353 Fax 617-332-4137
www.fvfowler.com

Fowler's products focus on height and length measuring, bore gaging and calibration instruments, as well as a full line of quality hand tools and gages. Fowler offers QMSOFT (quality management software) enabling the monitoring of measuring equipment. QMSOFT offers optional calibration modules for plain and thread rings, plugs, calipers and more.

Fryer Co. Inc.

11177 Dundee Road
Huntley, IL 60142
Ph. 847-669-2000 Fax 847-669-2056
www.fryerco.com

Provider of optical measuring and inspection equipment and systems. Products include the Nikon Veritas and Nexiv CNC 3-D multisensor measuring systems, optical comparators, toolmakers measurescopes, stereo microscopes and digital image analysis, and archiving/annotation systems. Services include maintenance and calibration (ISO/IEC Guide 25- and A2LA-accredited). Fryer calibrates optical comparators, measurescopes, video measuring systems and reticles.

Gage Assembly Co.

3771 W. Morse Ave.
Lincolnwood, IL 60712
Ph. 800-232-4243 Fax 847-679-5190
www.gageassembly.com

Standard and special thread gages are produced for virtually every type of thread, including American inch, metric, acme, buttress and pipe threads. Custom gages and plain cylindrical plugs and ring gages. All are manufactured to the latest ANSI standards and are NIST-traceable. Calibration services are also available.

Gage Lab Corp.

475 Veit Road
Huntingdon Valley, PA 19006
Ph. 215-355-5420 Fax 215-355-7741
www.gagelab.com

Gage-Line Technology Inc.

121 La Grange Ave.
Rochester, NY 14613
Ph. 716-458-2000 Fax 716-458-0524
www.gage-line.com

Manufacturer of NIST-traceable optical gaging and calibration products. Products and services include calibration scales and grids, contour tracers, custom gaging, sight

gages, inspection devices, calibration kits, comparator charts, gages, reticles, target arrays, stage micrometers, Brinell scopes, in-process gaging and alignment fixtures. Gage-Line Technology offers NIST-traceable calibration services for chart gages, sight gages, microscopes, reticles, Brinell scopes, resolution targets, target arrays, pitapes, tape measures, protractors, master parts, vision grids and scales (NVLAP). Gage-Line is ISO 9001-compliant and its ISO/IEC Guide 25 accreditation is pending.

Geller MicroAnalytical Laboratory

426e Boston St.
Topsfield, MA 01983
Ph. 800-642-7655 Fax 978-887-6671

www.gellermicro.com

Geller MicroAnalytical Laboratory is certified to ISO 9001. Products include NIST- and NPL-traceable magnification reference standards for atomic force, optical and scanning electron microscopy; reference materials for surface analysis and microprobe techniques; high-vacuum desiccators; and metallographic equipment. Analytical services include Auger electron spectroscopy, XPS, SEM, X-ray, electron microprobe, profilometry and metallography.

General Electric Co., Renewal Parts & Instrumentation Services

6465 E. Johns Crossing
Duluth, GA 30097

Ph. 800-432-2572 Fax 770-999-7074
www.geindustrial.com/industrialsystems/calibration

GE Instrumentation Services provides quality nationwide service for all types of electrical and electronic instrumentation, physical dimensional and control equipment, regardless of the manufacturer. These range from electronic test equipment and controls to specialized telecommunication test equipment, high-frequency equipment and general purpose electrical instrumentation. ISO 9002-certified and ISO/IEC Guide 25-accredited.

GKS Inspection Services Inc.

37100 Plymouth Road
Livonia, MI 48150
Ph. 800-346-3898 Fax 734-953-9635
www.gks3d.com

A2LA-certified contract dimensional inspection services; hand gage calibration services (specializing in on-site capabilities); laser scanning and reverse engineering services; CAD/CAM services; training for CMM programming, ISO and GD&T. All are available in-house or at the customer's facility. GKS is accredited to ISO/IEC Guide 25 by A2LA.

GMP Labeling Inc.

525 W. Remington Drive, No. 102
Sunnyvale, CA 94807
Ph. 408-522-3200 Fax 408-522-3212
www.gmplabeling.com

GMPrint allows users to customize labels with laser sheet-feed or pin-feed labels.

The Harrington Group Inc.

576 N. Semoran Blvd.
Orlando, FL 32807
Ph. 800-476-9000 Fax 407-382-6141
www.harrington-group.com
Calibration Recall 3.5

This software helps users maintain a calibration system by tracking required information and producing the documentation necessary to show compliance.

Helm Instrument Co. Inc.

361 W. Dussel Drive
Maumee, OH 43537
Ph. 419-893-4356 Fax 419-893-1371
www.helminstrument.com

Helm Instrument Co. Inc. offers force measurement and control systems, sensors, and software.

Hertzler Systems Inc.

2312 Eisenhower Drive N.
Goshen, IN 46526
Ph. 219-533-0571 Fax 219-533-3885
www.hertzler.com

QA/S GainSeeker GageTrol
This software helps maintain critical gage calibration standards and documentation. It also provides critical GR&R analysis to ensure accurate measurements. GageTrol aids in compliance with ISO 9000's and QS-9000's section 4.11 on inspection, measuring and test equipment.

IET Labs Inc.

534 Main St.
Westbury, NY 11590
Ph. 800-899-8438 Fax 516-334-5988
www.ietlabs.com

IET Labs provides calibration, repair service and IEEE-488 test software for test and calibration equipment; resistance, capacitance and inductance decade boxes and standards; voltage source; RTD simulator; Kelvin-Varley divider;

micro-ohmmeter; megohmmeter and impedance meter.

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

IndySoft Corp.

355 Woodruff Road, Ste. 102
Greenville, SC 29607
Ph. 864-627-8858 Fax 603-754-9531
www.indysoft.com
Gage InSite

Gage InSite calibration and equipment management software allows users to recall and calibrate equipment, digitally store calibration information and certificates, store calibration procedures, perform studies according to AIAG standards, and track accuracy and dependability.

Information Technologies

325 W. Main St., Ste. 800
Louisville, KY 40202
Ph. 800-221-6435 Fax 502-561-1235
www.infotech-usa.com
PlantMan Solutions

PlantMan Solutions is a suite of Internet-enabled products designed to assist manufacturers in quality management, including the tasks of inspection, reporting, alerting, costing, routing and layout.

Instrument Calibration Service

3135 Reps Miller Road
Norcross, GA 30071
Ph. 770-447-6666 Fax 770-449-3461
www.instrumentrepair.com

Instrument Calibration Service International

1541 Elmhurst Road
Elk Grove Village, IL 60007
Ph. 800-414-0188 Fax 847-439-2174
www.instrumentrepair.com
ISO 17025-accredited and ISO 9002-registered NIST-traceable calibration services. Electronic and physical/dimensional calibration service performed on-site at your facility or in our lab. Refurbished test equipment sales.

Instrument Calibration & Technical Services Inc.

1013 E. Main St.
Salem, VA 24153
Ph. 540-387-2101 Fax 540-387-3202
www.instcal.com
ICTS Inc. provides calibration and repair service to most manufacturers of electronic and dimensional test and measurement instrumentation. An ISO 9002-registered company.

Intelix Technologies Inc.

165 Spadina Ave., Third Floor
Toronto, ON M5T 2C3 Canada
Ph. 800-387-4019 Fax 416-599-6867
www.intelix.com

Intercim Inc.

501 E. Highway 13
Burnsville, MN 55337
Ph. 800-343-3734 Fax 952-894-0399
www.intercim.com

Interface Inc.

7401 E. Betherus Drive
Scottsdale, AZ 85260
Ph. 800-947-5598 Fax 480-948-1924
www.interfaceforce.com

Interface provides load cells and related instruments and accessories for force measurement applications. A line of cal-

ibration-grade gold standard load cells and calibration systems software are available for force calibration applications.

International Institute of Consulting and Training

P.O. Box 20623
Bloomington, MN 55420
Ph. 612-881-1637 Fax 612-881-4419
www.consultinginstitute.org
IICT provides calibration, metrology and inspection training; Gage InSite software; calibration procedures written to ISO 17025, QS-9000 and ISO 9000 standards; personnel placement; calibration services and ISO 17025 consulting.

IQS Inc.

19706 Center Ridge Road
Cleveland, OH 44116
Ph. 800-635-5901 Fax 440-333-3752
www.iqs.com
IQS Calibrate

This calibration management software manages measuring device and test equipment inventory, schedules calibrations, documents activities and performs R&R studies, including R&R ANOVA, R&R range, R&R attribute, accuracy, stability and linearity.

ISO9.com

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



JBL Systems Inc.

51410 Milano
Macomb, MI 48042
Ph. 888-525-7978 Fax 810-677-5700
www.jblsys.com
GAGE Management

This software, which includes a Palm Pilot option, can be used to track history, schedule calibrations, track locations, manage manpower and generate work orders quickly and efficiently.

JFP Technical Services Inc.

7552 G St. Clair Ave.
Mentor, OH 44060
Ph. 440-946-6577 Fax 440-946-5011
JFP Technical Services specializes in NIST-traceable calibration services, including calibration of hand-held torque wrenches, torque drivers, crimping tools and force gages.

Kavon International Inc.

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

This software provides gage and calibration control that complies with element 4.11 of ISO 9000/QS-9000, including R&R. Total Gage Management manages a client's gage inventory.

Laboratory Testing Inc.

120 Mill St.
Dublin, PA 18917
Ph. 800-249-9877 Fax 215-249-9656
www.labtesting.com
Independent materials testing laboratory specializing in analysis and inspection of metals and alloys found in fasteners, tubular products and castings. Fully equipped mechanical, dimensional, chemical and

metallurgical labs. Nondestructive testing, including ultrasonic, X-ray, magnetic particle, liquid penetrant and hydrostatic. NADCAP- and A2LA-accredited. Calibration, machining and materials engineering services also performed.

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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. With its 27 databases, ISOQuest is engineered specifically to reduce the bureaucracy associated with maintaining your quality or environmental management systems. ISOQuest integrates document control with powerful data management and programmed features, including automatic, system-generated e-mail notification when conditions require attention.

Greco Systems

372 Coogan Way
El Cajon, CA 92020
Ph. 800-234-7326 Fax 619-447-8982
www.grecosystems.com
Greco Systems is a leader in developing and manufacturing machine shop hardware and software solutions including the Touch Panel Computer, Enterprise DNC and WinDNC software.



Harpco Systems Inc.

28056 Oakland Oaks Court
Wixom, MI 48393
Ph. 248-374-1718 Fax 248-374-0022
www.harpco.com

Harpco Systems provides software, training and consulting for meeting QS-9000 requirements. We created Quality Plus software, a one-stop solution for your quality system requirements.

Quality Plus

Tired of writing FMEAs and control plans? Harpco systems Quality Plus for Windows can fully automate the FMEA and control plan creation processes while increasing their usefulness. In addition, we offer a fully integrated set of tools that can help you meet all your QS-9000 and ISO 9000 requirements.

The Harrington Group Inc.

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Orlando, FL 32807
Ph. 800-476-9000 Fax 407-382-6141
www.harrington-group.com

Founded in 1991, the Harrington Group has gained a reputation for designing sophisticated software applications and providing exceptional customer service. Today, we provide more than a dozen products to our customers worldwide. Harrington Group software is designed to help business professionals and workgroups organize data to achieve maximum productivity.

Document Control 2.0

Imagine having instant visibility of outdated documents, a complete history of changes, and a centralized system for locating and reviewing every controlled and uncontrolled document in your business. Document Control System 2.0 is a lightweight utility that will help you organize and track revisions to documents requiring revision control. This program will help you establish a simple and effective document and data control system that is easy to use for all employees in your company.

Imageers Inc.

14 Platt St., No. A1
Norwalk, CT 06855
Ph. 203-624-7300 Fax 801-457-3450
www.imageers.com

TIMS (NT)

This component-based, enterprisewide information management solution is seamlessly linked to ProStyles ZeroDefect Issue Management. TIMS9000 (NT) greatly assists in meeting ISO 9000 non-conformance reporting requirements by retrieving and displaying any file in your enterprise. TIMS indexes every word of every file, including most CAD files and 200 other popular formats.

Insite Technology Group Inc.

7055 Engle Road, Building 5
Cleveland, OH 44130
Ph. 800-446-8665 Fax 440-826-3431
www.insite-inc.com

ISolutions

ISolutions quality management software is a comprehensive document control software package. Designed to eliminate the

need to purchase multiple quality programs, ISolutions offers document control, calibration, training, nonconformance tracking, corrective actions, supplier evaluations, SPC, FMEA, control plans and more to help create a paperless environment.

Integral Solutions Inc.

222 E. Fourth St.
Royal Oak, MI 48067
Ph. 248-543-6040 Fax 248-543-2882
www.integralsolutions.com

ISI's software suite integrates/links design and manufacturing information and quality documents critical for ISO 9000 and QS-9000 compliance through a flexible, relational database. The suite, including DPACT (Design), MPACT (Manufacturing), OPACT (Operator) and APACT 2000 (Auditing) provides a complete document management and control system that saves users time and money while improving engineering practices and efficiency.

Integrated Management Systems

2250 N. Rock Road, Ste. 118-275
Wichita, KS 67226
Ph. 800-788-5114 Fax 316-263-3091
www.hyperdoqs.com

Intelix Technologies Inc.

165 Spadina Ave., Third Floor
Toronto, ON M5T 2C3
Canada
Ph. 800-387-4019 Fax 416-599-6867
www.intelix.com

Intelix developed the ISOsoft suite of software products for ISO 9000 and ISO 14001 implementation and management. Complete with a gap analysis module, reference library and management section for each element of the ISO 14001 and ISO 9000 standards, ISOsoft is the most complete product available for your environmental and quality systems. Download a trial version today.

Intelix

Intelix's document control software is an integral part of the ISOsoft 9000 and ISOsoft 14001 implementation and management software packages. The system allows users to register and control any type of electronic document format. An integrated Web feature automatically creates Web pages and a Web index for user documents.

Interax Group

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

Paradigm Quality Management Software IG module integrated software, including document control, concerns, calibration, audits and more.

Intercim Inc.

501 E. Highway 13
Burnsville, MN 55337
Ph. 800-343-3734 Fax 952-894-0399
www.intercim.com

Intercim's Manufacturing Execution System gathers manufacturing information electronically making your enterprise ready to do e-business. The system also improves supply chain management and shop floor process optimization. Intercim offers a full range of professional services

for the design and implementation of an integrated MES system.

FACTORYnet

This component-based software provides labor management, material management, quality management, equipment management, shop-floor control, manufacturing engineering, and communications and support.

Interspan Inc.

30 N. River Road, Ste. 102
Des Plaines, IL 60016
Ph. 800-235-3434 Fax 847-803-8877
www.infovisioninc.com

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 assist in ISO 9000, QS-9000 and ISO 14001 compliance. Integrated with ERP systems to provide a world-class solution. Includes document control, inspection/SPC, gage and preventive maintenance, PPAP/APQP, FMEA/control plans, nonconformances/corrective actions, supplier management/ratings, training/skills/project teams, audits and quality costs. IQS SYSDOC—manages your master list of documents and assists with management IQS PRODUCT—controls blueprints and material/process specifications and manages product requirement change history, FMEAs and ENCs.

IQS PROCESS—manages manufacturing/operations and administrative processes including inputs, the process and the outputs.

ISO9.com

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Oakland, CA 94612
Ph. 866-321-4769 Fax 509-357-8673
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ISO9.com is the first application service provider to the ISO 9000 marketplace. ISO9.com enables businesses to create a fully automated quality management system that complies with ISO 9000 standards. ISO9.com's Web-based system improves efficiency and reduces the cost of running an ISO 9000 quality system. ISO9.com's turnkey solution is customizable to each customer's business.

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Ph. 800-792-4693 Fax 561-274-2101
www.jkt9000.com

JK Technologies offers a series of ISO 9000 and QS-9000-compliant software programs. We provide software solutions for corrective action, audit management, document control, calibration management, machine maintenance and incoming inspection. Software from JK Technologies can be used by small companies (single-user or multiple users on a LAN) or large multisite facilities utilizing today's state-of-the-art client/server and Web-enabled technologies.

DOC9000

Single-user LAN or WAN solution that tracks current revisions of all documents, tracks/prints approval lists, allows online approval of new documents or revisions

with password protection, prints master lists, tracks/prints revision histories, tracks cross-references of related documents, allows online access to actual documents for read-only viewing and tracks pending changes.

Labtronics Inc.

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Canada
Ph. 519-767-1061 Fax 519-836-4431
www.labtronics.com

Labtronics Inc. develops scientific software to interface laboratory instruments and automate analytical processes within the laboratory. Our products range from very simple data collection programs to fully robotic hardware and software systems that prepare and analyze samples.



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VISUAL Quality is an extended enterprise engineering and operations management solution that integrates across the supply chain. More than 30 capabilities and more than 400 reports provide automated solutions from concept-design to post-production; expertly manage business performance; and easily collect data with focused, objective subsequent action.

Made2Manage Systems Inc.

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Made2Manage delivers business management solutions to help manufacturers reduce costs and compete in the new economy. Using Microsoft-based technology, Made2Manage provides customers with easy-to-learn and easy-to-use e-business tools. The company's business solution also features advanced planning capabilities and decision support resources that help manufacturers meet commitments to their customers.

Management Software

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Meridian Project Systems

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Sacramento, CA 95825
Ph. 800-850-2660 Fax 916-641-3085
www.mps.com

Meridian Project Systems (MPS) designs and develops software and e-business solutions for the architectural, engineering and construction industry (AEC). MPS software allows AEC professionals to manage the complex process of major construction projects including cost control, purchasing, engineering, document management, field supervision and project collaboration using the Web.

Prolog Manager 5.0

Prolog Manager 5.0 is a full 32-bit appli-

Document Control Software Directory

cation that integrates with Microsoft Word and stores all documents in one database. Equipped with easy-to-use features and functionality, Prolog Manager allows users to control the entire procurement process, including the ability to track bidding, buyout, contracts, changes, costs and project documentation

Murphy Software

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Nextpoint Systems Inc.

940 Saratoga Ave., Ste. 100
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Ph. 408-615-7193 Fax 408-615-0272
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Omnex Systems

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Ann Arbor, MI 48108
Ph. (734) 761-4940 Fax (734) 747-6368
www.omnexsystems.com
Omnex Systems develops products that support the advanced quality planning process, creates custom software and provides reengineering and implementation of new business processes. These products and processes are supportive of QS-9000 and advanced product quality planning requirements.



Pilgrim Software
Enterprise Quality Management

Pilgrim Software

2807 W. Busch Blvd., Ste. 200
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Ph. 813-915-1663 Fax 813-915-1948
www.pilgrimusa.com
Pilgrim Software is the leading provider of ISO 9000-compliant enterprise quality management solutions. Pilgrim's modular Q&MIS ste. covers all modern business and manufacturing processes, including gage calibration management, supplier and internal process quality management, and preventive asset maintenance.

Document Control

Pilgrim's Document Control software application was designed specifically to address the document management challenges of modern business and manufacturing environments. Based on real-world document control and business process requirements, Document Control's revolutionary features pinpoint possible document management problems and present viable solutions.

Pister Group Inc.

550 Eglinton Ave. W.
Toronto, ON M5N 3A8
Canada
Ph. 905-886-9470 Fax 905-764-6405
www.pister.com
Pister Group provides quality system software modules that address key elements of ISO 9000, QS-9000 and Six Sigma. Modules include gage control, SPC, Weibull reliability, document control, audit management, corrective action, preventive maintenance and employee training log.

DO-PRO Document Control

The software's key elements include recording release information, maintaining change history, linking directly to documents and providing a master document list. The system will operate on a network.



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 designed to reduce time and costs associated with maintaining an ISO 9000-, QS-9000- or ISO 14000-compliant quality management system, including writing quality policies, procedures and instructions; document control; internal auditing; corrective action; APQP; SPC; and more.

Powerway Document Management Solution

The Powerway Document Management Solution, affordable and feature-rich, manages the life cycle of your business-critical documents, including Microsoft Office, Adobe PDF and CAD files. Seamlessly integrated, Powerway Desktop, Powerway Document Manager and Powerway Intranet Publisher can be deployed rapidly so you can recover your investment in weeks, not years.

PQ Systems Inc.

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For more than 15 years, PQ Systems Inc. has been helping customers continuously improve quality and comply with standards. Our full array of products and services includes SQCPack (software for statistical process control), CHARTrunner (software for charting statistical process control) and GAGEpack 2000 (software for gage calibration management).

Quality Workbench Professional
Quality Workbench Professional is a powerful, dynamic software that revolutionizes the administration of any quality management system. Its modules include document control, audits, nonconformities, customer care, training, report designer and Intraview, a dynamic Web interface product. Quality Workbench Professional is a client/server solution that will help organizations comply with standards such as ISO 9000 and QS-9000.

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Project Assistants Inc. has extensive experience in delivering project management consulting, training, custom technology solutions and add-on products for Microsoft Project. We offer a comprehensive range of training offerings for the beginner to the advanced professional. Courses can be custom-tailored to support a client's specific needs and industry-best practices.

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This powerful, easy-to-use, affordable new Microsoft Project 98 companion product provides the state-of-the-art automation you need to integrate your organization's methodologies, processes and best practices with Microsoft Project. Now you can easily incorporate your Word documents, Excel spreadsheets and other methodology templates with your Microsoft Project plan.

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Quality Training Documentation Manager for Windows 95/98 facilitates planning, scheduling and monitoring of students and classes within a quality training curriculum. QTDM Win maintains student records while reporting on required, completed and not completed courses. QTDM Win processes course and SOP revisions and provides retaining reminders.

QTech Systems Inc.

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Ph. 888-232-6900 Fax 612-941-7768
www.qtech.com
QTech Systems provides ISO 9000 software solutions on CD-ROM and for corporate intranets. The ISOPoint 9000 software consists of modules for ISO 9000 startup assessments (gap analysis),

employee training, record keeping and document writing, as well as document control.

Quality America Inc.

7650 E. Broadway, Ste. 208 and 210
Tucson, AZ 85710
Ph. 800-722-6154 Fax 520-722-6705
www.qualityamerica.com
Quality America and Quality Publishing have been providing software, books and training to quality professionals since 1983. Quality America offers software for Six Sigma, statistical process control, ISO 9000, QS-9000, gage calibration/analysis and design of experiments. Quality Publishing offers study materials for the ASQ certification exams and SPC training products.

Q-Pulse

Q-Pulse is a complete tool for managing your quality system. Providing much more than just document control, Q-Pulse evaluates audit results, corrective actions and quality costs for clear management direction. Audit schedules, workload appraisals and gap analysis means users will always be prepared for ISO 9000, QS-9000 or Baldrige assessment.

Quality Systems Integrators

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TMS

TMS combines training and document management into one easy-to-use product. Notification of document changes, electronic signatures and automatic updating of training records improves communication and maximizes resources. Word processing documents, drawings, flowcharts and other file types stay in their exact form and location. With our indexing system, documents are easily located and launched. Distribution lists, job requirements and historical information are stored in an Access database. Includes revision routing, activity tabs and built-in e-mail. Provides a full audit trail and security for addressing auditor concerns. Stand-alone and enterprise versions available.



Quality Systems International

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Ph. 781-862-9002 Fax 781-862-9003
www.qualitysys.com
QSI is an ISO 9001-registered company raising the standards with its integrated software for achieving/maintaining compliance to ISO 9000 and QS-9000. Our online communication tool minimizes the cost of achieving and maintaining registration. It eliminates labor-intensive document processing tasks, provides real-time tracking, simplifies document storage and retrieval, and improves internal communication.

Document Control System

QSI's Document Control System is a paperless, integrated system for ISO 9000, QS-9000 and ISO 14000. It features built-

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QualTrax Inc.

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QualTrax

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Our complete ISO 9000 Quality Assurance Manual is on five diskettes and covers every aspect of a total quality program, including all the procedures required by ISO 9000 as well as procedures required by FDA GMP and MIL standards. Our comprehensive nine-diskette Workmanship Standards Manual covers details on most workmanship standards for mechanical and electronic products.

Rush Creek Software Corp.

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Ryan Enterprise

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Wrightwood, CA 92397
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www.ryanqc.com

Software Productivity Centre Inc.

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Surface Mount Product Development

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Customer Doc Manager

Customer Doc Manager is used to manage multiple document numbers assigned to product related documents such as drawings, bills of material and other documents. This software was designed for contract manufacturing where the subcontractor receives packages of documents from customers.

Document Change Record Manager

Document Change Record Manager is used to manage changes to controlled documents (standard operating procedures, work instructions, etc.) when one wants to restrict product-related changes to the engineering change order. Document Change Record Manager provides traceability to all changes to controlled documents.

Review Control Manager

Review Control Manager is used to manage reviews of controlled documents (standard operating procedures, work instructions, etc.). Review Control Manager makes it easy to assign review tasks to employees and track their completion of the review. Establish due dates and then monitor when the due dates expire.

SOP Manager

SOP Manager is used to control standard operating procedures. It's a simple and effective way to keep track of all your ISO 9000 procedures. Depending on how you elect to number your procedures, this program can sort procedures by department or according to whichever document-numbering logic prevails.

Test Instruction Manager

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Document Control Software Directory

Work Instruction Manager

Work Instruction Manager is used to control work instructions. It's a simple and effective way to keep track of all your ISO 9000 work instructions. Depending on how you elect to number your instructions, this program can sort instructions by department, owner or according to whichever document-numbering logic prevails.

System Solvers Ltd.

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Systemcorp

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Technology International

705 Twin Ridge Lane
Richmond, VA 23235
Ph. 804-560-5334 Fax 804-560-5342

TIP Technologies Inc.

12995 W. Lisbon Road
Brookfield, WI 53005
Ph. 262-781-1133 Fax 262-781-1240
www.tiptech.com

AutoQuality (a.k.a. TIPQA), is a quality assurance system consisting of receiving inspection, nonconformance, corrective action, supplier rating, serialized product tracking, in-process inspection, statistical process control, gage and tool management, audits, and access control. It is typically used by manufacturers of complex, high-value products that are governed by rigorous internal standards or external regulation.

Trackware Inc.

101 First St., Ste. 353
Los Altos, CA 94022
Ph. 408-255-3058 Fax 408-343-0174
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Trackware provides unique, powerful software for customers requiring ISO 9000 and FDA certification. Trackware solutions include packages for document control, training and corrective action. These packages are customizable and networkable with many powerful features.

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Powerful and secure document and change control at affordable prices. This integrated system provides control and security for all company documents. Some features include access over your company network, electronic signatures, secure passwords, online viewing and archiving.

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Ph. 888-645-4933 Fax 614-410-9004
www.goachiever.com

Triangle Management Systems NA Inc., a member of the Triangle Group of Companies, specializes in the development of integrated software solutions for managing quality, health and safety, and environmental management systems. It's Beacon and MEC Solutions Award-winning product, Achiever Plus, has been installed in more than 1,000 organizations worldwide. Achiever Plus provides a clear and comprehensive framework for a company's quality management documentation, helping gain and maintain certification to ISO standards. It saves companies time and money by freeing them from maintaining cumbersome paper-based quality management systems.

ViaNovus

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Flowcharting & Process Simulation Software Directory

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Adept Technology Inc. manufactures a family of SCARA robots, linear modules, motion controllers and simulation software for automated small parts assembly and material handling. Adept's products serve the automotive, electronics, semiconductor, telecommunications, pharmaceutical, medical, appliance and food-processing industries.

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Axion Corp. provides software, training and consulting services to help organizations improve performance and productivity. Axion's 4TQ Toolkit consists of a series of software tools for documentation, management, dissemination and analysis of business processes for a variety of end-uses such as ISO 9000, QS-9000, AS9000, TQM, ISO 14000, safety management and business process reengineering.

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www.inspiration.com

Kaetron Software

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TopDown creates flowcharts and diagrams fast and easily. It's flexible enough to develop process flow and matrix diagrams, office procedures and network diagrams. Symbols are customizable and automatically connect when created. Instantly create lower-level sub-charts within the same file from any symbol. TopDown is cross-platform and allows you to share files on Mac and Windows. *TopDown Flowcharter*
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MEGA International USA Inc.

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MEGA International—the e-business modeling company—enables organizations to execute e-business strategies that work. MEGA's unique set of software tools span business process analysis, architecture design, e-exchange platform configuration and integration and application development with UML. MEGA Suite also accelerates the implementation of international standards through ready-to-use model libraries. Focusing on the integration of business and IT systems, MEGA's solutions include software products, consulting and training.

Micrografx Inc.

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Modus Operandi Inc.

122 Fourth Ave.
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Ph. 800-974-6832 Fax 863-402-1447
www.modusoperandi.com

is/Modeler software is a business process modeling and activity-based costing software package that combines a graphical flowchart front end with a powerful relational database. The resulting flowcharts are vital to process improvement, quality initiatives, budgeting, forecasting and much more. HTML generation, custom reports, flowcharts and more.

New Learning Systems

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Ph. 408-867-1828 Fax 408-867-8665
www.newlearningsystems.com
Q-Skills interactive quality tools training software for Six Sigma, TQM, SPC, CQI and business performance improvement success. Intranet/network and PC-based. Tools include world's easiest flowcharter with process mapping, time/cost capabilities, automatic document generation. Award-winning Q-Skills provides companywide, consistent training and team support in successfully applying the quality tools. Better outcomes at a lower cost.

Patton & Patton Software Corp.

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Tucson, AZ 85705
Ph. 800-525-0082 Fax 520-888-2937
www.patton-patton.com
Flow Charting PDQ
Allows you to draw professional flowcharts, org charts, process charts and other types of business diagrams (data flow, BPR, TQM, ISO 9000).



Powerway Inc.

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Ph. 800-964-9004 Fax 317-598-1740
www.powerwayinc.com
Powerway offers integrated, automated software and consulting solutions designed to reduce time and costs associated with maintaining an ISO 9000-, QS-9000- or ISO 14000-compliant quality management system, including writing quality policies, procedures and instruc-

tions; document control; internal auditing; corrective action; APQP; SPC; and more.

Instruction Writer

Helps you create and maintain your Level III work instructions for ISO 9000/QS-9000 compliance. It provides the structure and format for instructions so you can focus on content. It also presents text, flow diagrams and a pictorial view of your instructions.

ProcessModel Inc.

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Provo, UT 84601
Ph. 801-356-7165 Fax 801-356-7175
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ProcessModel Inc. provides software, training and services to redesign and analyze your business processes. A high-tech but low-complexity tool provides powerful visualization and communication of business processes. Usable by process owners, managers and Black Belts, ProcessModel has a one-year money-back guarantee.

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RFF Electronics publishes RFFlow, Professional Flowcharting for Microsoft Windows. RFFlow is a software program for creating a wide variety of flowcharts; organization charts; quality systems/ISO 9000 charts; and other diagrams for education, business and industry.

RFFlow

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Rockwell Software

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Sewickley, PA 15143
Ph. 412-741-3727 Fax 412-741-5635
www.arenasimulation.com
Systems Modeling's products help you see the impact of decisions before decisions are made. Tempo production scheduling software helps you generate realistic, dependable production schedules. The

Flowcharting & Process Simulation Software Directory

arena simulation software product suite improves business operations through application-specific templates (plan and analyze call centers; manage high-speed packaging lines; analyze and manage business processes).

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Using key process inputs like resources, costs and time, Arena provides detailed, compelling animation of your process, revealing bottlenecks as they occur and providing graphical output of key performance measures.

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Production Pilot

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Software Productivity Centre Inc.

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Canada
Ph. 877-548-1948 Fax 604-689-0141
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3C Technologies Inc.	www.3ctech.com	Ph. 800-327-6583 Fax 419-868-8993																					
ISO 9000 Rapid Start-up Kit		145	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
QS-9000 Rapid Start-up Kit		145	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
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ProGage1 v. 2 Calibration Management System		495					x						x					x			x		W
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MQ1		Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
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APACT 2000	895		x												x			x				W
DPACT	995		x		x	x									x							W
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InfinityQS SPC Pro			1,695								x	x	x				x						x	W
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Minitab Inc.			www.minitab.com	Ph. 800-488-3555 Fax 814-238-4383																				
MINITAB Release 13			995																				x	W
NCSS			www.ncss.com	Ph. 800-898-6109 Fax 801-546-3907																				
NCSS 2000			Call																				x	W
New Learning Systems			www.newlearningsystems.com	Ph. 408-867-1828 Fax 408-867-8665																				
Q-Skills BPI Suite			Call					x				x					x				x	x		W,Web
Norfox Software Inc.			www.norfox.com	Ph. 425-774-9118 Fax 425-672-4481																				
Calmate			Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
Labmate			Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
Vanmate			Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
Nutek Inc.			www.rkroy.com	Ph. 248-540-4827 Fax 248-540-4827																				
Qualitek-4			1,195										x								x		x	W
Oak Software Inc.			www.oaksoftware.com	Ph. 727-596-0262																				
Oak ISO Organizer			4,995					x											x					W,OS/400
OMNEX Inc.			www.omnex.com	Ph. 734-761-4940 Fax 734-761-4966																				
AQuA Pro 2000			895	x	x	x	x	x				x												W
Audit Pro 2000			1,495	x												x			x	x	x			W
Boss 2000			14,500	x				x																W
Document Pro 2000			495		x			x				x							x					W
Process Pro 2000			895	x	x	x		x											x					W
ORSI Group			www.orsigroup.com	Ph. 800-334-4526 Fax 314-298-1729																				
CUBE			Call								x	x	x			x	x						x	W
Patton & Patton Software Corp.			www.patton-patton.com	Ph. 800-525-0082 Fax 520-888-2937																				
Flow Charting PDQ			Call					x				x								x				W
Pilgrim Software Inc.			www.pilgrimusa.com	Ph. 813-915-1663 Fax 813-915-1948																				
Audit/Survey			Call	x	x												x		x	x				WU,AS/400
Calibration System			Call	x	x							x	x	x	x				x					WU,AS/400
Document Control			Call	x	x			x											x					WU,AS/400
Internal Focus			Call	x	x						x	x	x	x	x	x	x		x				x	WU,AS/400
Maintenance System			Call	x	x					x	x	x	x	x					x				x	WU,AS/400
Supplier Focus			Call	x	x					x	x	x	x	x			x	x	x					WU,AS/400
Training System			Call	x	x														x		x			WU,AS/400
Pister Group Inc.			www.pister.com	Ph. 905-886-9470 Fax 905-764-6405																				
CA-PRO Corrective Action			395														x			x				W

ISO 9000 Software Guide

	Price	4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8	4.9	4.10	4.11	4.12	4.13	4.14	4.15	4.16	4.17	4.18	4.19	4.20	Mac Windows DOS Unix OS/2 VAX Sun
DC-PRO Document Control	350					x																W
EM-PRO Employee Training Log	385																					W
PM-PRO Preventive Maintenance	495									x									x			W
QC-PRO Gage Control	475											x										W
QC-PRO Statistical Process Control	495																			x		W
QD-PRO Quality Documents	225		x																			W
Pleiades International Inc. www.pleiadesintl.com Ph. 800-816-0110 Fax 317-867-2299																						
ISO to go	Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
IQ-9000	Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
Powerway Inc. www.powerwayinc.com Ph. 800-964-9004 Fax 317-598-1740																						
Gage Manager	1,200											x										W
Powerway Assessor	Call	x																x	x			W
Powerway Audit Manager	Call	x													x			x				W
Powerway Document Manager	Call				x	x										x						W
Powerway Instruction Writer	Call		x			x				x							x					W
Powerway Intranet Publisher	Call					x																W
Powerway Policy Writer	Call	x	x			x																W
Powerway Procedure Writer	Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
Powerway Quality Analyst	650										x										x	W
Powerway Quality Planner	Call		x	x	x	x				x												W
Powerway SPC	700									x												W
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GAGEpack 2000	795		x			x			x	x		x									x	W
Quality Workbench Professional	Call	x	x			x			x		x	x	x	x	x			x	x			W
R&Rpack 2000	495		x							x	x	x									x	W
SQCpack for Windows	695									x									x		x	W
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SMART	Call							x	x	x	x	x	x		x	x					x	W
ProcessModel Inc. www.processmodel.com Ph. 801-356-7165 Fax 801-356-7175																						
ProcessModel	2,395	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
The Product Integrity Co. Ph. 860-749-8967 Fax 860-749-8967																						
Relpro	950																				x	WD
STATENG	1,500									x					x						x	WD
Project Assistants Inc. www.projectassistants.com Ph. 302-477-9711 Fax 302-477-9712																						
TeamWork for Microsoft Project 2000	24,495	x	x	x	x	x				x	x		x		x		x	x	x			W
Proquis Inc. www.proquis.com Ph. 877-876-3430 Fax 847-768-6921																						
Proquis 9000	Call	x	x	x	x	x	x	x		x	x	x	x	x	x		x	x	x	x		W
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First Rate	Call		x				x							x	x		x				x	W
Q-DAS Inc. www.q-das.com Ph. 888-412-7327 Fax 248-299-4913																						
Procella	Call																				x	W
Procella Monitoring	2,100																				x	W
QS-STAT	Call																				x	W
QISoft Ltd. www.qisoft.com Ph. 770-449-6431 Fax 770-449-8447																						
MQM—Materials Quality Management	Call					x			x	x	x	x	x	x	x		x	x			x	W
QIS Business-Wide Production, Process and Quality Management	Call					x			x	x	x	x	x	x	x		x	x			x	W
QSoft Solutions Corp. www.qsoftguide.com Ph. 800-669-9701 Fax 716-264-9702																						
SolveRight Web Based Complaint Handling System	Call	x	x												x							MWUO
QTech Systems Inc. www.qtech.com Ph. 888-232-6900 Fax 612-914-7768																						
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InfinityQS SPC	995	x	x			x		x	x	x	x	x	x	x	x		x	x	x	x	x	W
Quality America Inc. www.qualityamerica.com Ph. 800-722-6154 Fax 520-722-6705																						

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DOE PC IV		495																				x	W
Q-Pulse		Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
QA-Calibrate		Call											x									x	W
Six Sigma Suite		Call																				x	W
SPC-PC IV		Call									x											x	W
Quality Calibration Service Inc.	www.qualitycalibration.com		Ph. 414-256-8900 Fax 414-256-8911																				
GAGetrak		Call											x	x									W
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Real Time Quality Series		Call																		x		x	W
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Training & Document Management System (TMS)		Call					x													x			W
Quality Systems International	www.qualitysys.com		Ph. 781-862-9002 Fax 781-862-9003																				
System 9000		Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x		x	x	x	x		MW
Quality Technology Co.	www.qtcom.com		Ph. 800-680-0700 Fax 847-884-7280																				
QSAT-9000		199	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
Relex Software Corp.	www.relexsoftware.com		Ph. 724-836-8800 Fax 724-836-8844																				
Relex Reliability Software		Call		x		x			x							x						x	W
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Resampling Stats		Call																				x	MW
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FMEA Investigator		Call				x					x									x			W
Gage Mentor		Call										x	x	x						x			W
Mistake-Proof It!		Call									x					x				x			W
SPC Workout		Call									x									x		x	W
RFF Electronics	www.rff.com		Ph. 970-663-5767 Fax 970-669-4889																				
RFFlow Professional Flowcharting		79	x	x			x				x								x	x			W
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Transact		Call									x												W
Ringwood Software Inc.	www.ringwood.com		Ph. 800-949-6753 Fax 603-894-4483																				
Trove		Call	x	x	x	x	x	x			x				x	x		x	x	x	x		WD
Roth-Donleigh			Ph. 949-364-5907 Fax 949-364-5907																				
ISO 9000 Quality Assurance Manual		249	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	WD
Ryan Enterprise	www.ryanqc.com		Ph. 760-249-5248 Fax 760-249-3538																				
ISO 9000 Software & Workbook		99	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x					WD
More ISO 9000 Software Combo		33	x	x								x	x	x									WD
S-Matrix Corp.	www.s-matrix-corp.com		Ph. 707-441-0404 Fax 707-441-0410																				
D.o.E Fusion One		349																				x	W
D.o.E. Fusion Pro		795																				x	W
Skymark Corp.	www.skymark.com		Ph. 800-826-7284 Fax 412-371-0681																				
PathMaker II		295	x	x							x					x				x		x	W
Software Technology	www.softwaretechnologytn.com		Ph. 931-537-6181 Fax 931-537-6813																				
Advanced Gage Control 8.0		675											x	x								x	W
Advanced Preventive Maintenance 7.0		675														x					x	W	
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Stat-Ease Inc.	www.statease.com		Ph. 800-801-7191 Fax 612-378-2152																				
Design-Ease Software		Call																			x	x	W
Design-Expert Software		995																		x		x	W
STATPOINT LLC	www.statpoint.com		Ph. 800-232-7828 Fax 201-585-8589																				
STATGRAPHICS Plus for Windows		Call																				x	W
STATLETS		295																				x	MWU
StatSoft Inc.	www.statsoft.com		Ph. 918-749-1119 Fax 918-749-2217																				
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STATISTICA Enterprise-Wide SPC System (SEWSS)		Call									x											x	W
STATISTICA Process Analysis		Call									x											x	W
STATISTICA Quality Control Charts		Call									x											x	W

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			Price	4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8	4.9	4.10	4.11	4.12	4.13	4.14	4.15	4.16	4.17	4.18	4.19	4.20	Mac Windows DOS Unix OS/2 VAX Sun
Statware Inc.	www.statware.com	Ph. 800-478-2892 Fax 541-758-4666																						
Statit		Call																				x		W, Web
Stephen Computer Services Inc.	www.datalyzer.com	Ph. 248-960-3535 Fax 248-960-3539																						
Datalyzer Spectrum		995										x										x		W
SPC Quickie98		249										x										x		W
Stochos Inc.	www.stochos.com	Ph. 800-426-4014 Fax 518-372-4789																						
Quality Management Shop-Floor Data Collection System (QMDS)		Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W
TAL Technologies Inc.	www.taltech.com	Ph. 800-722-6004 Fax 215-763-9711																						
B-Coder Pro		395					x				x													W
BarCode Active X Control		695					x				x													W
DOS Wedge Pro		295										x	x	x	x									WD
SoftwareWedge		Call										x	x	x	x									WD
TCP Wedge		Call										x	x	x	x									W
TCP/Com		259										x	x	x	x									W
WinWedge 1.2		199										x	x	x	x									W
WinWedge 32 Pro		495										x	x	x	x									W
Tescina Inc.	www.dataget.com	Ph. 510-713-8001 Fax 508-664-1257																						
DataGet Port		299					x								x				x					W
Pocket Log Software		795					x								x				x					W
TIP Technologies	www.tiptech.com	Ph. 262-781-1133 Fax 262-781-1240																						
TIP QA		Call		x		x				x	x	x	x	x	x	x	x		x	x		x		W
Total Quality Engineering Inc.	www.tqe.com	Ph. 800-664-1940 Fax 858-748-0427															x							W
Hoshin Planning 1.3		195	x	x																				
Trackware Inc.	www.trackware.com	Ph. 408-255-3058 Fax 408-343-0174																						
QSTracker		250					x									x	x		x	x	x			MW
Tree-Master	www.treemaster.on.ca	Ph. 613-820-0410 Fax 613-820-3593																						
Tree-Master for Handling Logic Trees (success, fault trees)		Call	x														x				x			WU, Linux
Triangle Management Systems NA Inc.	www.goachiever.com	Ph. 888-645-4933 Fax 614-410-9044																						
Achiever Plus		Call	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	W, AS400
User Solutions Inc.	www.usersolutions.com	Ph. 800-321-8737 Fax 248-486-6376																						
Resource Manager 2000 for Excel		2,400						x			x	x												W
Spreadsheet QC		149															x					x		MWD
Vantek Corp.	www.vantek-corp.com	Ph. 716-743-0377 Fax 716-695-1992												x	x	x				x				W
Calibration Control System		Call		x																				
World Class Information Systems	www.wcinfo.com/equip/	Ph. 513-232-9100 Fax 513-232-9249																						
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SENSEI		179	x														x				x			W
Zontec Inc.	www.zontec-spc.com	Ph. 800-955-0088 Fax 513-648-9007																						
Synergy Gold		Call									x	x		x									x	W

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