

# Quality Digest

## 2003 Quality Sourcebook

### Consulting

If you had a nickel for every consultant out there and a dime for each discipline in which they specialize, you'd have a pretty hefty chunk of change. There are hundreds of consultants in fields related to quality, and the task of finding the right one for your company's needs is a bit daunting and extremely challenging. It can also be one of the most significant decisions a company can make. Which consultant will lead your company to success? What guarantee can the consultant provide? Is the consulting company using tried-and-true techniques or the latest craze? It's important to be as informed as possible before taking the plunge, and this directory is a good place to start.

Because ISO 9000 registration presents unique challenges for businesses and organizations, consulting firms that specialize in ISO 9000 are listed on page 22, in the Certification section.

This Consulting Guide gives you a look at which consultants are available in your location and offer services for your company in your industry. Consultants included in this guide provide a wide range of services, including leadership development training, guidance in meeting Baldrige criteria, organizational assessment, product certification, quality system development, and support of lean manufacturing and Six Sigma implementation efforts.

#### Consulting Guide

Consulting Directory .....54

*Listed alphabetically by company name, the guide is a directory of more than 480 consultants who handle specific areas of quality management. This directory includes the company name, address, phone and fax numbers, and Web address. We've also included brief descriptions of the consultants' services, if provided. If your favorite consultant doesn't appear in this year's guide, we apologize. Most consultants were contacted several times, and we've only listed companies that responded to our requests for information.*

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

We appreciate any feedback you have on our Consulting Guide. If you have any suggestions for how we can improve this directory for next year, e-mail them to [sourcebook@qualitydigest.com](mailto:sourcebook@qualitydigest.com).

### Glossary

- APQP**—advanced product quality planning
- AS9100**—quality system requirements for suppliers to the aerospace industry
- Big Three**—DaimlerChrysler, Ford Motor Co. and General Motors Corp.
- CE Mark**—European Union production safety testing requirements
- CQA**—certified quality auditor
- CQE**—certified quality engineer
- CQMgr**—certified quality manager
- DOE**—design of experiments
- GMP**—good manufacturing practices
- ISO/TS 16949**—automotive quality management system administered by ISO
- ISO 9000**—international quality management system administered by ISO
- ISO 14000**—international environmental management system administered by ISO
- IT**—information technology
- JIT**—just-in-time inventory system
- MRP**—materials resource planning
- OEM**—original equipment manufacturer
- QFD**—quality function deployment
- SA8000**—social accountability standard
- Six Sigma**—quality process, developed at Motorola, focused on reducing defects to 3.4 defects per million parts
- SMWT**—self-managed work teams
- SPC**—statistical process control
- TL 9000**—quality system requirements for suppliers to the telecommunications industry
- TPM**—total productive maintenance

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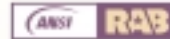
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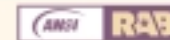


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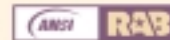
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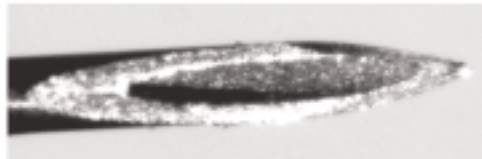
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