

Consulting/Training

Quality Sourcebook

When considering how to improve its processes, there's a lot for any organization to consider. Which quality method is best for your individual needs? How much will it cost, and how long will it take? Will it require training? How soon will you see results? Do you need consultants to help?

The answer to the last question is a definite yes. When it comes to training and consulting, there are plenty of qualified resources to use. Most likely, your company will have no trouble finding several companies that can guide you to better quality. With this in mind, it's best to shop around to find a trusted advisor to help organize your company's processes. The following guides are a good place to start.

The Consulting and Training Directories include hundreds of companies that employ experts in the Malcolm Baldrige National Quality Program, statistical process control, Six Sigma, leadership training, quality system development, certification, and many other specialties.

These directories are not meant to endorse or exclude any particular organization. Rather, they should 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.

Consulting/Training Guide

Consulting DirectoryPage 42

This guide of quality consultants includes the company name, address, phone and fax numbers, Web address, and the organization's consulting specialties, if provided.

Training DirectoryPage 49

This guide is a directory of training organizations, and includes company names, addresses, phone and fax numbers, and Web addresses.

Brief company descriptions, if provided, can be found on our Web site at www.qualitydigest.com/directories.

Glossary

- 5S**—sort, store, shine, standardize, sustain (translated from Japanese)
- APQP**—advanced product quality planning
- AS9100**—quality system requirements for suppliers to the aerospace industry
- CE Mark**—European Union safety testing requirement
- CQA**—certified quality auditor
- CQE**—certified quality engineer
- CQMgr**—certified quality manager
- DOE**—design of experiments
- FMEA**—failure mode and effects analysis
- GMP**—good manufacturing practices
- ISO**—International Organization for Standardization
- ISO 9001**—international quality management system
- ISO 14001**—international environmental management system
- ISO/TS 16949**—automotive quality management system
- IT**—information technology
- JIT**—just-in-time inventory system
- MRP**—materials resource planning
- OEM**—original equipment manufacturer
- QFD**—quality function deployment
- QMS**—quality management system
- ROI**—return on investment
- SA8000**—social accountability standard
- Six Sigma**—quality process, developed at Motorola, focused on reducing defects to 3.4 defects per million opportunities
- SMWT**—self-managed work teams
- SPC**—statistical process control
- TL 9000**—quality system requirements for suppliers to the telecommunications industry
- TPM**—total productive maintenance
- TQM**—total quality management
- TRIZ**—theory of inventive problem solving

The information contained in Quality Digest directories, plus some additional information, is available online at www.qualitydigest.com/directories.

Key to Directory Abbreviations

AS9100	AS	QS-9000	QS
Baldrige Award	BA	Quality Function Deployment ...	QFD
Benchmarking	BM	Service Quality	SRV
CE Mark	CE	Six Sigma	SS
Design of Experiments	DOE	SPC	SPC
Government Quality	GOV	Strategic Quality Planning	SQP
ISO 9001	9K	Suggestion Systems	SUG
ISO 14001	14K	Teams	TM
ISO/TS 16949	TS	TL9000	TL
Problem Solving	PS	TQM	TQM

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