

2007 Quality Sourcebook

Consulting/Training

Quality improvement is a tough undertaking for even the savviest organization. There's no need to go it alone, however. Quality system consultants can help keep you and your organization on the right path, and training opportunities can ensure that you're current in your knowledge of best practices.

On the following pages, you'll find our annual Consulting Directory, as well as our Training Directory. These guides include hundreds of companies that employ experts in the Malcolm Baldrige National Quality Award program, statistical process control, Six Sigma, leadership training, quality system development and certification, among others.

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. Further information, including company descriptions (if provided to us) can be found on our Web site at www.qualitydigest.com/directories.

Consulting/Training Section

Consulting Directory Page 34

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

Training Directory Page 46

This guide is a directory of training organizations, and includes the company name, address, phone and fax numbers, and Web address.

Glossary

- 5S**—sort, store, shine, standardize, sustain (loosely translated from the Japanese terms *seiri* [organization], *seiton* [neatness], *seiso* [cleaning], *seiketsu* [standardization] and *shitsuke* [discipline])
- APQP**—advanced product quality planning
- AS9100**—quality system requirements for suppliers to the aerospace industry
- CE Mark**—European Union product-safety testing requirements
- CQA**—certified quality auditor
- CQE**—certified quality engineer
- CQMgr**—certified quality manager
- DOE**—design of experiments
- EMS**—environmental management system
- FMEA**—failure mode and effects analysis
- GMP**—good manufacturing practices
- ISO**—International Organization for Standardization
- ISO 9001**—international quality management standard
- ISO 14001**—international environmental management standard
- ISO/TS 16949**—international technical specification for the automotive industry; a requirement for suppliers to many major automakers
- 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 (an indirect translation from Russian)

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	TL 9000	TL
Problem Solving	PS	TQM	TQM

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PS, TM

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9K, TS, TL

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