

**T**housands of consultants offer a variety of services in countless disciplines. Finding a consultant is relatively simple, but choosing the right one to fit your company's specific needs can be an immense and challenging task. It can also be one of the most significant decisions a company can make. Because consulting trends come and go, it's important to have a wide variety of options from which to make that all-important choice about who will help guide your company to greater success.

Because ISO 9000 registration presents unique challenges for businesses and organizations—and requires particular expertise and experience of consultants—you will find consulting firms that specialize in ISO 9000 in a separate directory, beginning on page 25, in the Certification section of this Quality Sourcebook.

*Quality Digest* attempts to ease the burden of this selection process with our Consulting Guide, which gives you a look at what's available in your company's areas of interest. We compiled this list by faxing more than 500 consulting organizations in the United States and Canada. Of those, more than 300 responded in time to make it into this year's guide. The Consulting Guide lists those consultants who responded to our request for information about their organizations. Consultants included in this guide provide a wide range of services, including leadership development training, guidance in meeting the Malcolm Baldrige National Quality Award criteria, organizational assessment, product certification, quality system development, and support of lean manufacturing and six sigma implementation efforts.

### Consulting Directory

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*Listed alphabetically by company name, the guide is organized as a directory of consultants in relation to specific areas of quality management. If your favorite consultant doesn't appear in this year's guide, we apologize; most consultants were contacted numerous times. We've only listed companies that responded to our requests for information. This directory includes the company name, address, phone and fax numbers, Web address, and a brief description of the services the consultant offers. (Please note that not all companies provided us with descriptions.)*

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 and will be most helpful when used in conjunction with other available resources. For example, you may begin to refine your search by visiting a number of consultants' Web sites, which you can use at any time of day to collect some of the information you'll need to assess a particular consulting organization's alignment with your company's goals. Readers are encouraged to contact the companies directly for more information and to ask for—and check—references. Please be sure to mention you saw their listings in *Quality Digest's* 2000 Quality Sourcebook!

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

### Consulting Sourcebook Guide

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### Glossary

**APQP**—advanced product quality planning  
**AS9100**—quality system requirements for suppliers to the aerospace industry (previously known as AS9000)  
**Big Three**—DaimlerChrysler, Ford and General Motors  
**CE Mark**—European Union product safety testing requirements  
**CQA**—certified quality auditor  
**CQE**—certified quality engineer  
**CQMgr**—certified quality manager  
**DOE**—design of experiments  
**GMP**—good manufacturing practices  
**ISO 9000**—international quality management system standard administered by the International Organization for Standardization  
**ISO 14000**—international environmental management system standard administered by the International Organization for Standardization  
**IT**—information technology  
**JIT**—just-in-time inventory system  
**MRP**—materials resource planning  
**OEM**—original equipment manufacturer  
**QFD**—quality function deployment  
**QS-9000**—quality system requirements for suppliers to the Big Three  
**SA8000**—social accountability standard  
**Six Sigma**—quality process, developed at Motorola, focused on reducing defects to a six sigma level (3.4 defects per million parts)  
**SMWT**—self-managed work teams  
**SPC**—statistical process control  
**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  
**TPM**—total productive maintenance  
**TQM**—total quality management

## Consultant Directory

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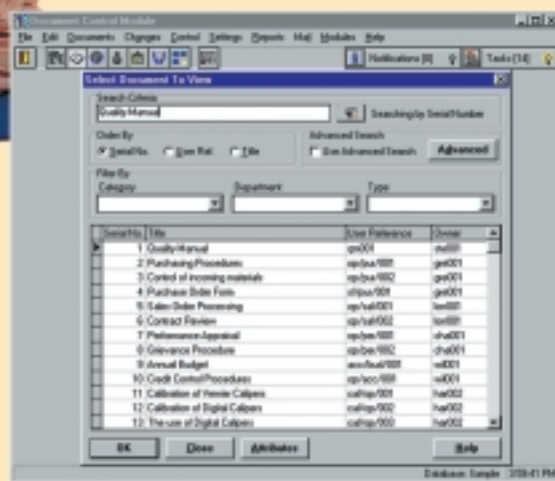
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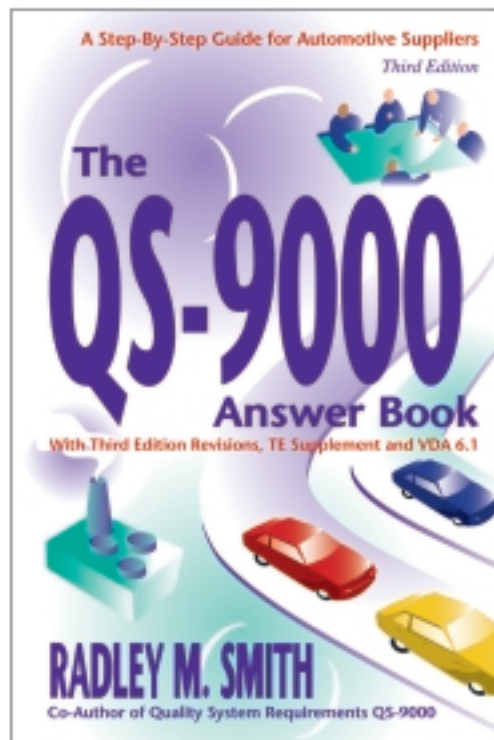
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