

The following ad section features corporate profiles of some of the premier providers of quality products and services. For more information about any of these companies, circle the appropriate number on the reader service card (found between pages 128 and 129 of this issue), use our LeadNet service at [www.qualitydigest.com](http://www.qualitydigest.com) or contact the companies directly.



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# ABS Group Inc.

## Global Safety, Quality and Environmental Services

### Corporate Overview

ABS Group is the global leader in the provision of safety, quality and environmental services to governments and industry. ABS Group has been organized to provide quick, responsive, integrated services to the safety, quality and environmental (SQE) challenges your company may face. We create practical programs designed to meet your needs. From helping you build a "foundation for excellence" with compliance-based products contributing to your "continuous improvement and beyond," we offer services that can grow with your needs.

Our team of highly skilled technical and management-system experts offers a portfolio of training and compliance services designed to help you identify and manage risk and increase operational efficiencies.

#### Safety (S)

- Safety Compliance Verification
  - Safe Practices Survey
  - Field Audits
  - Substance Abuse Programs
- Public and Customized On Site Courses

- Process Safety Training Courses
- OSHA Laws and Regulations
- OSHA Compliance Institute
- Risk Management
- Publications

#### Quality (Q)

- ISO 9000 Quality Management Systems
  - Gap Analysis
  - Consulting
  - Quality Management Software (QMX)
- Public and Customized On-Site Courses
  - ISO 9000 Year 2000 Revision
  - The ISO 9000 Bootcamp
  - ISO 9000 Implementation & Documentation
  - The Quality Management MBA School
- Publications

#### Environmental (E)

- ISO 14001 Environmental Management Standards
  - Consulting
- Publications
- Public and Customized On-Site Courses

- The Environmental Compliance Bootcamp
- The Environmental MBA School
- U.S. Environmental Laws and Regulations Compliance
- The Advanced Environmental Compliance Course

### Integrated "SQE" Solutions

- Compliance Based
- Continuous Improvement Based
- Risk Management Based
- Public and Customized On-Site Courses
- Integrating SQE Management Systems

For more information, please visit our Web site at [www.abs-group.com](http://www.abs-group.com).

#### ABS Group Inc.

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**ABS Group Inc.**  
The American Standard for Over 135 Years

# ABS Quality Evaluations Inc.

## A Single Registrar for All Your Needs

### Corporate Overview

ABS Quality Evaluations Inc., an affiliate of ABS Group Inc., is one of the world's most experienced and largest providers of independent, third-party services related to the review, assessment and certification of management systems. ABS Quality Evaluations (ABS QE) is recognized as a leader in certification to ISO 9000, ISO 14000 and QS-9000 standards. Through our parent company, the American Bureau of Shipping, we maintain a tradition of close to 140 years' experience in standards verification.

Accredited to certify in a wide range of industries, ABS QE is recognized as one of the most prominent registrars in various industries and government. ABS QE is also one of the first registrars to have been accredited to certify software development and is continually expanding its scope of industry accreditation to serve emerging ISO management system markets, such as medical, financial and educational sectors. Our qualifications also allow us

to provide AS9000 audits for the aerospace industry and audits to the TE supplement for tooling fabricators.

### A Tradition of Leadership

ABS QE has established and maintained a leadership position in the ISO 9000, ISO 14000 and QS-9000 certification industry from the very beginning:

- First registrar in the world to hold dual RAB and RvA accreditation for ISO 9000 certification
- Second registrar to gain RAB accreditation for ISO 9000 certification
- First non-Brazilian registrar to gain INMETRO accreditation for ISO 14000 certification
- One of the initial registrars to be accredited for QS-9000 certification.

Our accrediting bodies audit us by the requirements of ISO Guide 62 to verify our continuing commitment to the highest quality standards.

### Serving a Broad Range of Industries

ABS QE is accredited to certify a wide range of diverse industries including:

- Engineering
- Construction
- Fabricated Metal Products
- Primary Metals
- Electronics
- Software
- Chemicals
- Plastics and Rubber
- Equipment
- Paper and Allied Products
- Processed Materials

We have the necessary experience to serve emerging ISO markets such as aerospace, medical, financial and professional sectors.

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# Brown & Sharpe

## Shaping The Future Of Measurement



### Corporate Overview

Brown & Sharpe is the world's leading manufacturer of dimensional measuring equipment used by manufacturers throughout the world to measure the physical size and shape of objects.

The company's product line ranges from hand-held precision measuring tools such as calipers and micrometers to custom metrology equipment, optical measuring instruments, coordinate measuring machines, measurement and inspection software, and integrated measuring systems for a wide variety of measuring and inspection applications. Brown & Sharpe also offers a full range of aftermarket services, including calibration,

contract measurement, equipment retrofits and rebuilds, software upgrades, parts, maintenance and repair services, technical support, and training.

The company has recently expanded its measuring system product offering into the disk and flat panel inspection market with the addition of Brown & Sharpe Surface Inspection Systems. These advanced systems use patented Black Beam® Interferometer technology and combine elements of particle physics, optics, high-speed electronics and signal processing for extremely accurate surface analysis.

Brown & Sharpe was founded in 1833 in Providence, Rhode Island, by Joseph Brown to manufacture and repair watches and clocks. In 1848, Lucian Sharpe joined the company as an apprentice. In 1851 he became Joseph Brown's partner, and the company began the manufacture of precision measuring instruments in addition to its watches and clocks. Today, Brown & Sharpe operates 12 manufacturing plants and 23 Precision Centers on three continents, including Brown & Sharpe Qianshao, a new joint venture company, providing coordinate measuring machine

research and development, manufacturing, sales, distribution, service, and customer support throughout Asia, including China.

Brown & Sharpe is also an e-commerce pioneer and has launched a Web site, *e-metrology.com*, that offers virtual hardware and software demonstrations, interactive technical support and easy online purchasing.



Brown & Sharpe's strategic goal today is to provide manufacturers throughout the world with the dimensional metrology equipment they need to achieve the highest level of quality in all their manufacturing processes. It's the concentration on this one idea that makes Brown & Sharpe, and all of its associated companies throughout the world, recognized leaders in the development of high-technology measuring systems.

### Brown & Sharpe

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Circle Reader Service No. 133

# BSI Inc.

## The World's Leading Quality and Environmental Management Systems Registrar



### Corporate Overview

BSI is the world's leading quality and environmental management systems registrar. Founded in 1901, BSI has issued more than 33,000 registrations in more than 87 countries. More than 118 "Global 500" companies have chosen BSI as their preferred ISO 9000, QS-9000, ISO 14000 or TickIT software registrar. BSI's registration experience covers virtually every industrial and commercial sector (i.e., automotive, aerospace, chemical and allied processes, IT/software, and service). BSI's other services include standards facilitation, training, product certification, product testing, CE marking and inspection.

To serve its customers in North America, BSI Inc. was established in 1991 and is headquartered in Reston, Virginia, with nine offices throughout the United States, two in Mexico and four in Canada. BSI is truly a pioneering organization. It was the world's first national standards body and a founding member of the International Organization for Standardization (ISO). BSI facilitated the development and publication of the first commercial standards to address quality management systems, environmental management systems, occupational health and safety management systems, and project management.

BSI Inc. stands apart from other registrars by providing the highest-skilled assessors available. BSI Inc. assessors are all full-time employees who come from industry with strong backgrounds in quality management. Whenever possible, BSI Inc. makes sure that a client manager's background matches that of our customers.

### Scope of Accreditation

BSI Inc. offers registration services for ISO 9000, QS-9000, TE Supplement to QS-9000, VDA 6.1, ISO 14000, TickIT and BS 7799. In addition, BSI Inc. provides assessments for AS9100 and TL 9000.

BSI Inc. is accredited by RAB, UKAS and RvA for QMS, and by UKAS for EMS, TickIT and BS 7799. BSI is also accredited by INMETRO in Brazil, KAB in Korea, and SAC in Singapore for QMS. BSI Inc.'s UKAS (formerly NACCB) accreditation is one of the widest issued to any registrar in the world, covering more than 180 SIC codes and includes ISO 9000, QS-9000, ISO 14000 and TickIT.

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# CEEM Inc.

## Training for Business Excellence



### Corporate Overview

CEEM Inc., a member of the BSI group, has offered a full complement of instruction since 1979. This is offered as seminars, workshops, consulting and publications on a wide range of specialty management topics including quality, environmental, health and safety, medical devices, and information security.

CEEM course tutors are highly trained professionals who have extensive knowledge of the disciplines they teach. Our hands-on, interactive approach to teaching is the most effective

method available. Incorporated with benchmarked lessons, our tutors have learned through many years of experience and association with quality and environmental systems that CEEM provides you with the finest training available.

CEEM invests in course development, trainers and staff to ensure your optimal return on investment for your training dollar. This combination of talents brings you new and updated courses, better training materials, excellent training facilities and premium instructors.

CEEM Inc. offers ANSI-RAB NAP accredited courses, including ISO 14000 Auditor/Lead Auditor, ISO 9000 Auditor/Lead Auditor and ISO 9000 Auditor/Lead Auditor with specific reference to the automotive and service industries.

CEEM publications provide executives and managers with up-to-date information through publications, software, hand-

books and videos. This division publishes "International Environmental Systems Update" (IESU), a monthly newsletter on ISO 14000 related issues. IESU provides market data, international trends, regulatory insight, implementation guidance, interpretations, case studies and information to help you make environmentally sound business decisions. "ProBono," a newsletter on strategic philanthropy, focused goodwill, and community relations is the market leader in providing information on how to raise the profile of your company while helping a community or charitable organization.

Visit our Web site at [www.ceem.com](http://www.ceem.com) and learn more about how our training and consulting services can help you build a better business.

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Circle Reader Service No. 135

# CyberMetrics Corp.

## New Tools to Manage Quality



### Corporate Overview

Founded in 1988, CyberMetrics Corp. is a leading developer and worldwide supplier of quality management software products and services. CyberMetrics delivers complete solutions that thousands of quality managers, engineers and technicians rely on every day to improve quality, save time and reduce costs. CyberMetrics is dedicated to providing superior open-standards software solutions that are affordable, easy to deploy and manage, and can scale from departmental to enterprise levels.

Our diverse customer base includes hundreds of well-known *Fortune* 1,000 clients from every industry. Automotive customers include GM, Ford and Toyota; aerospace customers include Boeing, Lockheed and Cessna; and electronics customers

include Rockwell, Motorola, Siemens, Toshiba and Panasonic. Government and defense users include NASA, USDA, U.S. Air Force, U.S. Navy and U.S. Coast Guard. Due to the competitive pricing, ease of use, and scalability of our software solutions, thousands of tier-one and tier-two supplier locations also use them.

Our line of ISO 9000/QS-9000 compliant, quality-related software packages includes *GAGetrak Calibration Management*, *GAGEstat Gage R&R*, *CalPro Step-by-Step Calibration Work Instructions & Procedures*, *SCRAPtrak Defect & Scrap Analysis*, *SUPPLIERtrak Receiving Inspection & Supplier Performance Tracking*, and *ForeSight Equipment & Facilities Maintenance Management*. CyberMetrics offers a complete series of measurement and calibration training CDs, along with GD&T Trainer—Geometric Dimensioning & Tolerancing Training CD, and the GD&T symbol font. We also carry hardware accessories that complement our software packages and improve user productivity. These include standard and barcode-capable hand-held Palm PDAs for data collection, specialty printers for laminated calibration labels, and barcode scanning devices.

To better support our clients, we offer regional training classes, on-site training, custom programming and data-import services, as well as extended software support services.

CyberMetrics maintains two regional U.S. sales offices: our Eastern region office in the Detroit metropolitan area, (800) 777-7020, and our Western region office in the Phoenix metropolitan area, (800) 774-7020. We also maintain our development and customer support facility in Scottsdale, Arizona, and have prominent distributors in the United States, Canada, Mexico, South America, Asia Pacific, United Kingdom, Hungary and South Africa.

For more information, product brochures and free 45-day trial programs, please visit our Web site at [www.cybermetrics.com](http://www.cybermetrics.com) or call one of the toll-free numbers above.

### West

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### East

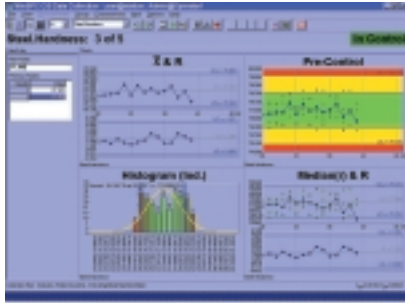
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# DataNet Quality Systems

## Enterprisewide, Real-Time SPC Software



### Corporate Overview

*WinSPC* hits the World Wide Web in 2000. *WinSPC* now publishes reports to the Internet or corporate intranet and makes your SPC information available to your entire enterprise, whether it is across the shop floor or across the world. Using universal Web browsers, your information is available to all levels of your enterprise without installing or maintaining application pieces or connections on every desktop.

Customize reports for specific users or groups, or share common reports across your enterprise. Distribute information to managers, engineers, suppliers or customers no matter where they are. The Web browser means free report distribution and real-time analysis across the enterprise. *WinSPC*'s Internet abilities provide customizable security,

automated reporting and alarm notification and browser-based administration. Administrators can create, modify and schedule reports; manage users; and integrate the SPC data into other Web pages. You can even make CAD drawings and process documentation available over the Web.

The state-of-the-art technology utilizes COM objects, JavaScript, Dynamic HTML (DHTML), Java Applets and Active Server Pages. The software can accommodate an unlimited number of viewers or limit access based on the number of concurrent users. With *WinSPC*'s Internet module, you interface with our Web browser to display charts on demand, such as X-bar, R, s, median, moving range, moving average, cumulative sum, process capability, p, np, e, u, Pareto and cumulative sum.

*WinSPC* is the premier enterprisewide, real-time SPC software. *WinSPC* includes robust data collection and analysis;

closed-loop control; OPC and OLE automation; ISO/QS/FDA audit trails; concurrent license usage; multilingual interfaces for English, Spanish, German, Chinese and Portuguese; random data collection; native drivers for multiple SQL databases; batch reporting; and simultaneous collection of multiple parts or processes.

*WinSPC* won the first ISA President's Award for Most Innovative Technology Product. DataNet was selected to the "ISV 75" by Microsoft and CMP Media, and was named by *Start* magazine as one 1999's hottest companies.

### DataNet Quality Systems

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Circle Reader Service No. 137



# Excel Partnership Inc.

Improving business processes to meet the growing demands of a competitive marketplace.

## **EXCEL** PARTNERSHIP, INC.

### Corporate Overview

Our mission at Excel Partnership is to provide world-class training and consulting for international standards, regulatory requirements and process improvement techniques to create overall business improvement for our customers. Since 1989, we have earned an enviable reputation as a world leader in this industry, helping our customers develop solutions to their most important business concerns and incorporate these solutions into systems that work.

As a measure of our commitment, we've achieved and maintained registration to ISO 9001 for the design and delivery of our training courses.

Excel's resources are made up of a team of professional consultants/trainers and administrative personnel, including:

- More than 100 **Senior Consultants/Trainers**, who possess an average of 20 years' industry experience.
- **Instructional Designers**, who are industry specialists and use a systematic approach to designing

and developing training solutions. Their participation in all course development and pilot activities gathers important feedback from students and instructors alike.

- A **Customized Learning Tool Development Team**, which is able to adapt existing course materials to individual needs or design original or custom programs based on customer needs and objectives.

- Our **Multi-Media Design Group**, whose capabilities include computer-based training solutions, intranet, Internet and Web-based distance learning, including synchronous Web-based training programs.

- An **Office Support Network**, which ensures that customer and trainer needs are met and provide all necessary support.

### The Excel Difference

*Providing a total solution with:*

- Worldwide expertise on international standards
- Innovative approaches to delivering that expertise

- A solution customized for your business

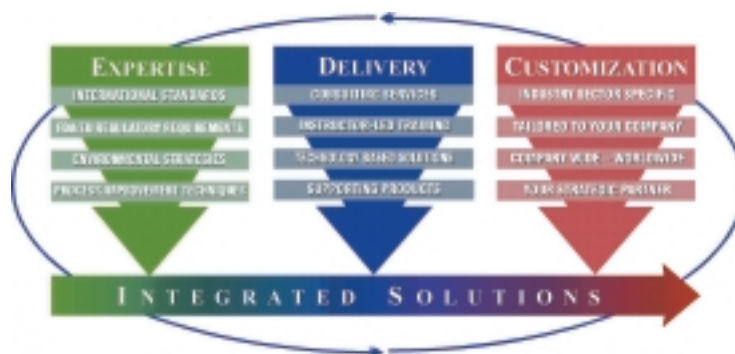
### Excel's Capability Focuses on Three Key Elements:

- Expertise
- Delivery
- Customization

We have the industry's best people working for us, with an array of proven delivery methods. But a customized approach will provide the greatest value for your company. When you are ready to maximize your training and improvement efforts, contact Excel Partnership. See how we can combine our resources to provide a complete, cost-effective solution to meet your needs and focus on improving your business... locally and worldwide.

### Excel Partnership Inc.

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[www.excelpartnership.com](http://www.excelpartnership.com)



Circle Reader Service No. 138

# JBL Systems

## Software Solutions for Quality and Maintenance Management



### Corporate Overview

JBL Systems is a leading provider of software for quality and maintenance management. JBL Systems has been providing solutions to help companies efficiently manage information, time and people since 1985. Our software is designed for people who need easy-to-learn, easy-to-use flexible systems to manage and track multiple tasks.

Our success depends on your success. We understand you need not only good software to complete the tasks at hand but also good reporting and forecasting information to enable you to make good decisions. The reporting capabilities are the best feature of our software, and we'll send you sample reports to prove it. JBL Systems' software provides such critical information as:

- The hours required to complete scheduled tasks

- Identifying when to expect heavy workloads
- Hours of scheduled tasks in calendar format
- Unscheduled times available for maintenance and labor
- Reporting costs vs. budget/forecast by cost center

Although we provide software solutions, we realize that computers and software are not ends unto themselves. They are simply tools that help you to plan your work, manage your time and help you work as efficiently as possible. A good software package will adapt to the many needs and tasks that people expect of it. This is what you can expect of the software from JBL Systems. Our technical services support includes applications training, customization, data transfer services, phone support and regular product updates. We provide tool and validation kits to enable you to customize and validate the software. Products are available for Windows 95/98/NT and client/server environments.

Our client list includes thousands of well-known companies in virtually every industry and type of organization. Visit the JBL Systems Web site at [www.jblsys.com](http://www.jblsys.com) to review products or to download working demos of the software. Contact us for a list of users,

pricing, or sample reports or to talk about the best solution to fit your needs.

### JBL Systems Product Line

#### ■ Gage Calibration Software

Calibration Procedures & Instructions

Gage Calibration Labeling

Complete Gage R & R

Palm Pilot Interface

#### ■ Supplier SQA Software

Incoming Receiving

Incoming Inspection

Supplier Performance Rating

Supplier Audit Tracking

#### ■ Scrap and Defect Analysis

#### ■ Preventative Maintenance Software

Safety Procedures

Maintenance Labeling

Palm Pilot Interface

#### ■ Measurement Training CDs

Introduction to Metrology

Measurement Uncertainty

Precision Dimensional

Measurement

Precision Temperature

Measurement

Precision Electrical

Precision Torque

Precision Flow, Mass, Force

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Circle Reader Service No. 139

# Juran Institute

## Leading the New Century of Quality



### Corporate Overview

Juran Institute is a global consulting and training organization. Our mission is to assist clients in improving their performance, productivity, people and profits. Six sigma quality is our business!

### Our History

Our work is steeped in tradition. It began in the early 1920s when Dr. J.M. Juran, one of the world's most recognized quality experts, was a young engineer working in the quality department at Western Electric. In this position, he began documenting his observations on the nature of quality problems and developing a process for eliminating them. He called his roadmap for change "breakthrough" to signify that an improved level of quality and performance has been achieved. His seminal works became the basis for the quality revolution of the 1980s and for the six sigma methodologies used today.

Over time, Dr. Juran augmented his breakthrough concepts to define a systematic approach for managing business performance through quality. And, as they say, the rest is history.

Today, Dr. Juran's ideas and methods are at the heart of Juran Institute resources. For more than 20 years, the Juran Institute has helped organizations throughout the world attain the benefits and rewards of improved quality and increased shareholder value.

The Institute has been able to achieve client results with:

- an unmatched breadth and depth of consultant and training support
- broad-based industry experience
- proven, pragmatic and adaptable techniques
- an extensive database of best practices and results
- public workshops to share best practices
- handbooks and customized training materials

Each of our assignments is completed with the same integrity and pragmatic approach used by Dr. Juran.

Attaining global leadership, customer satisfaction and business performance is a moving target for

our clients. Juran Institute's resources are poised to anticipate and respond to new challenges and meet our clients needs.

### Our Services

Today, Juran Institute offers timely solutions to our client needs with consulting and training in five areas:

- strategic cost improvement programs
- six sigma breakthrough
- process improvement and problem-solving technologies
- ISO systems implementation
- global benchmarking

### Contact us

Juran Institute can be reached at [www.juran.com](http://www.juran.com) or at (800) 388-7726. We are located in Wilton, Connecticut, USA; Madrid, Spain; Toronto, Canada; and Amsterdam, the Netherlands.

We look forward to supporting you in the new century, which Juran Institute refers to as the "century of quality."

### Juran Institute Inc.

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**JURAN**  
INSTITUTE

# KPMG

## Assessment and Registration Services



### Corporate Overview

In today's global economy, organizations are challenged to maintain quality across business units, locations and, often, a large number of disparate suppliers. Are your products or services being delivered under a defined and controlled system? Are processes and practices consistent throughout the organization?

KPMG's Assessment and Registration Services provides a solution. We offer assessment and registration of management systems to companies that wish to have independent third-party verification that their management system is in compliance with international or industry standards.

The objective of ISO is to enable organizations to attain a high degree of customer satisfaction

and to establish a base from which they can effectively drive continuous performance improvement.

KPMG provides registration to a number of ISO standards, including ISO 9000 (which applies to the development and registration of quality management systems) and ISO 14000 (which applies to environmental management systems). KPMG also provides registration for industry-specific management systems, such as HACCP for food, QS-9000 for automotive, and TL 9000 for telecommunications, among others.

KPMG is one of only two Big Five firms with an RAB-accredited assessment and registration services practice. However, what truly keeps KPMG on the leading edge of quality is the extensive, cross-industry certification experience of its professionals. The practice provides more than just due diligence.

Along with a talented staff of full-time, internationally recognized, certified assessors, KPMG can offer educated observations that, if acted on appropriately, have the ability to drive continuous performance improvement.

For further information about KPMG's Assessment and Registration Services, please contact Axel Breidenbruch, director of Assessment and Registration Services, at telephone (973) 912-6355 or e-mail [abreidenbruch@kpmg.com](mailto:abreidenbruch@kpmg.com); or Tim Green, director of Automotive Assessment and Registration Services, at telephone (248) 723-1121 or e-mail [tgreen@kpmg.com](mailto:tgreen@kpmg.com).

### KPMG Assessment & Registration Services

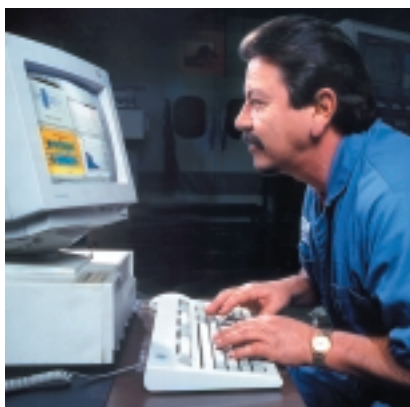
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Circle Reader Service No. 141

# Lyle-Kearsley Systems

## Quality Information Management Systems



### Corporate Overview

Lyle-Kearsley Systems (LKS) provides software and services worldwide to industry giants such as Caterpillar, Osram Sylvania, AlliedSignal Aerospace, Ball Corp., Ethicon Endo-Surgery, Baxter Healthcare, Quaker Oats, Honeywell and many others.

Our mission is to provide world-class products and services to all companies striving to improve their internal quality standards. Each of our products and services takes advantage of leading-edge technologies and methods to ensure our clients' continued success in the marketplace.

Let's assume that you manufacture widgets... and they are important widgets because businesses and lives could be at

stake. An inferior product can be costly. The objective is for you to produce identical widgets, whether it is just a few or hundreds of thousands. The word "identical" is the key. It implies that all widgets will be manufactured to the same superb standard. To achieve this, the manufacturing process must be an integrated system, designed with a specific architecture that includes many distinct components.

The glue that holds the entire manufacturing process together is "Information Management." That's our business... creating *the* system that brings logic and order to the manufacturing process that, without our help, could easily become sheer chaos... and a guaranteed money loser. Our job is to create a quality system that makes you money. What we do must pay for itself by decreasing labor costs, producing zero-defect products, garnering a reputation for high standards, and being competitively priced... all while making the proper profit margins.

What makes LKS truly different is that we are market-driven and

not confined by yesterday's methods and technologies. Therefore, we are not limited in our thinking. The fact is, about 80 percent of the companies that need our help use our "off the shelf" program; it's that flexible and that good. But we can also help the other 20 percent with a variety of modifications, enhancements or customized solutions, including supporting multiple databases of your choice. We're flexible. Complying to inflexible, traditional solutions doesn't always get the job done. Having limitless boundaries gives us more options. Every problem has an ideal solution, as well as a compromised one. We simply will not settle for second best.

If LKS is expected to help you develop the level of quality your customers anticipate, why shouldn't you expect the same from us? That's why the word "no" is not in our lexicon and, in plain words, should not allow anyone to avoid responsibility.

### Lyle-Kearsley Systems

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# MetricVision

## Precision Noncontact 3-D Metrology



### Corporate Overview

MetricVision is a leader in large-scale, noncontact, high-precision, three-dimensional metrology. The instrument system emerged from 10 years of demanding requirements and extensive use in the Department of Defense, Department of Transportation, Department of Energy, NASA, Boeing and privately funded research. More than \$25 million has been invested in research and development. The technology has been in use since 1993. Today, only one company has patent rights to this technology: MetricVision, a subsidiary of the \$4 billion, publicly traded Thermo Electron Corp. Thermo is a worldwide leader in biomedical, environmental and industrial instruments.

MetricVision technology, Coherent Laser Radar, is immediately useful in the lab and on the factory floor as an automation tool offering noncontact, precision 3-D measurement. The model 100B is fast, easy-to-use, very accurate and portable. The instrument can accurately align large parts during assembly. It can certify tooling and then monitor its repeatability during production. The model 100B can measure metal, plastic and composite as-built parts and compare them to as-designed CAD models. It can scan complex geometry that was impossible to scan before because it was too large, too hard-to-reach, too complex, too delicate or too labor-intensive.

The system requires one operator for fast setup, then runs unattended as needed. It can do these things at the object to be measured without a special environment and without expensive tooling. It provides noncontact measurement that speeds manufacturing, improves quality and lowers manufacturing costs. It eliminates the need for photogrammetry dots, laser tracker SMRs or retro-reflectors, handheld probes, and does not have to calculate offsets because measurements are taken directly off the part surface.

MetricVision meets many different application needs. And, by importing data into leading third-party software, the noncontact systems perform inspections, quality assessments, reverse engineering and other special applications quickly and easily. Software is available internationally from manufacturers including Silicon Graphics (Alias Wavefront's EvalViewer), New River Kinematics (Spatial Analyzer), Imageware (Surfacer, Inspect It, Build It, Verdict), Perceptron (Scan Works), Verisurf (All packages), Metris and Paraform.

MetricVision invites you to visit its Web site at [www.metricvision.com](http://www.metricvision.com) or call to learn how new technology can help you automate a solution.

### MetricVision

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Circle Reader Service No. 143

# National Quality Assurance USA

## A Partnership Approach to Quality and Environmental Registration



### Corporate Overview

NQA USA is a third-party registrar accredited to provide quality and environmental registrations under the RAB (Registrar Accreditation Board), UKAS (United Kingdom Accreditation Service) and RvA (Raad voor Accreditatie) accreditations. NQA is one of the few multidisciplinary registrars approved to assess a wide variety of industries, such as aerospace, automotive, chemical products, computer (hardware and software), construction, electronics, food, plastics, printing, temporary employment agencies, textiles, trucking and service.

NQA is one of the largest registrars, having registered more than 14,000

clients worldwide. Our clientele, which includes industry leaders such as NASA, Boeing, Raytheon, Lockheed Martin, EMC, Canon, Graybar, Fujifilm and Fluke, have all experienced the "Value Add" that NQA USA brings to the third-party auditing industry.

### Our Mission

NQA USA's partnering approach focuses on our auditors' technical expertise, a nonbureaucratic process and innovative techniques that serve as vehicles for our clients' management system improvements. NQA's philosophy of success is to maintain core values based on credibility, value-added service, professionalism, integrity and communication and to provide a challenging and competent registration for all clients.

### NQA Services

- ISO 9000 (manufacturing and services)
- QS-9000 (automotive)
- AS9000/9100 (aerospace)
- TickIT (software)
- ISO 14001 (environmental)
- ISO/IEC Guide 25 (laboratory/calibration)
- Training seminars
- Supplier/internal audits

### Why NQA?

- Worldwide accreditation
- Multiple registration
- Economical multi-site registration
- 14,000 clients
- One of the oldest registrars
- Continuous surveillance program
- Reputable and experienced auditors
- Dedicated customer service
- Common-sense approach
- Core NQA values:
  - Credibility
  - Value-added service
  - Professionalism
  - Integrity
  - Communication
- Cost effectiveness
  - Pricing to accommodate small firms
  - Sampling plans for companies with multiple facilities
  - Competitive rates with no hidden costs

### National Quality Assurance USA

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# Pilgrim Software

## Pilgrim Software: One-Stop Shopping for Enterprise Quality Solutions



### Corporate Overview

In the early 1990s, Pilgrim Software emerged as the leading provider of quality management and business automation software by introducing the revolutionary Quality and Manufacturing Integrated System (Q&MIS™).

Today, close to a decade and thousands of satisfied system users later, the foundation on which Pilgrim was built still permeates every aspect of the company's simple business philosophy: the unrelenting desire to meet customers' needs with the most advanced, effective quality management solutions available.

### Enterprise Quality Management (EQM™)

Pilgrim Software has revolutionized the manufacturing sector

by introducing the concept of Enterprise Quality Management (EQM™). Put simply, EQM is the strategic integration of traditional quality management and enterprise resources planning (ERP) processes in large corporate and manufacturing settings.

The key to the success of EQM™ is the fact that it allows companies to meet and exceed business-critical quality and productivity goals through the implementation of a single enterprisewide software system. By linking ERP systems with Pilgrim's precon-figured ERP agents, companies can realize a new realm of operational harmony and overall profitability.

As part of the EQM™ development process, Pilgrim Software has formed strategic alliances with some of the most powerful ERP companies, including Cincom, Oracle, QAD and Baan. These alliances will ensure that the needs of mutual customers are met well into the next millennium.

### Products and Services

Pilgrim's Quality and Manufacturing Integrated System (Q&MIS) suite is the most complete, powerful enterprise quality management application on the market. Composed of seven independent yet fully integrated modules and their corresponding Web components, Q&MIS™ addresses every aspect of modern quality management operations.

The Q&MIS™ suite is fully Web-enabled and can be linked to most popular ERP systems via Pilgrim's innovative ERP Agent. Pilgrim Software also offers a number of professional services designed to optimize the implementation and use of its groundbreaking products.

For more information on Pilgrim Software, please visit Pilgrim's Web site at [www.pilgrimusa.com](http://www.pilgrimusa.com) or call (813) 915-1663.

### Pilgrim Software

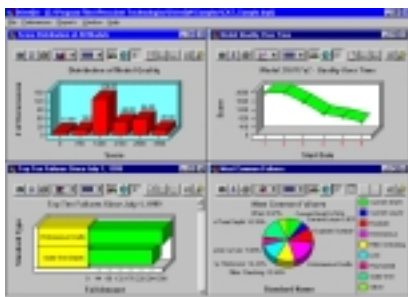
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Circle Reader Service No. 145

# Prescient Technologies Inc.

## Driving Engineering Quality



### Corporate Overview

Prescient Technologies is dedicated to improving the product development process for manufacturing industries by providing leading-edge products and services that allow companies to define, measure, analyze, correct and control the quality of their engineering processes and products.

*PrescientQA* software quantitatively assesses the quality of digital design data and electronic product models created during the engineering design stage of product development. Attention to design quality during product development provides manufacturers the ability to monitor and improve the overall design process, reduce costly design errors, and accelerate product delivery to market.

Companies need to measure the quality of their engineering product models. These models are used by manufacturing engineering, suppliers and vendors, and manufacturing. The quality of the engineering product is directly linked to the quality of the end product.

*PrescientQA* products and services include *DriveQA*, *DesignQA*, *GeometryQA*, *CertifyQA* and the *AuditQA* quality audit program.

*DriveQA* is a management tool that acquires, summarizes, analyzes, reports and depicts engineering quality metrics to determine the health of an engineering organization and the effectiveness of its design process. *DriveQA* provides critical quality measurement data that a company can use to improve the product development process and institute training, standards reviews or other corrective measures to solve costly and time-consuming quality errors.

*DesignQA* is the leading engineering quality software system that detects, assesses, corrects and prevents product development problems caused by inaccurate, incomplete or inconsistent design modeling practices. This configurable application allows individuals, departments and companies to leverage their best modeling and design practices consistently throughout the product development process.

*GeometryQA* reduces the number of design iterations required to bring new products to market by identifying and eliminating geometric problems that hinder data exchange with suppliers and internal customers and affect the manufacturability of the end product.

*CertifyQA* ensures that high-quality models are shared throughout your organization by analyzing the PDM system to report substandard models and legacy models or actively preventing poor-quality models from being submitted to the PDM system.

*AuditQA* is a short-term consulting service to help companies identify quality problems affecting the organization and establish an economic return-on-investment and implementation plan for deploying quality tools in the engineering process.

### Prescient Technologies Inc.

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*Driving Engineering Quality*



# Quality Systems International

## Integrated Software Solutions



### Corporate Overview

QSI, an ISO-9001 certified company, offers a comprehensive, integrated software solution for companies that are investing efforts to achieve and/or maintain compliance for ISO 9000, QS-9000 and ISO 14000 standards.

QSI's online communication tools eliminate labor-intensive document processing, provide real-time tracking, simplify document storage and retrieval, and improve internal communication.

Quality records include calibration, customer management, ECRs, training/management and contract review. Other features include internal assessment, CARs and supplier/vendor management. Featured databases: document control, legal register, MSDS and HAZMAT, ECRs, emergency preparedness, objectives and targets, aspects/impacts analysis, versioning, and archiving.

QSI team members are trained as Certified Lead Assessors and Management Representatives and offer a level of experience that is unmatched in the industry.

### QSI Customer Testimonials

"It was amazing how quickly and easily our system came together once we obtained the QSI software. It is an excellent source for organization, implementation and follow-up, which are key elements in a successful quality system. With QSI's assistance, we were able to complete our ISO 9000 quality system and obtain certification within a single year. The auditor stated, 'An exceptional job of implementing a system. American Buff's quality system is an example of how a quality system should run.'"

—Anthony Holloway, President  
American Buff International

"Before using QSI's software, our team project was really struggling as we fought resistance to change and a mountain of documentation. We found the QSI software to be easy to install, and as our employees began to use it, they became so motivated that we completed our ISO certification audits within seven months. If I had known about QSI earlier in the project, we could have saved big time on our consulting bills."

—Tom Baranowski  
General Manager  
Babcock Inc.

"One thing that all our auditors, consultants, trainers and users have complimented us on is our decision to use an online platform to document our quality system. ISO registration is a very involved and complex effort, so any means to simplify the process is most welcome. It educates, illustrates and facilitates all at once."

—Steve Dettmar  
Quality Manager, Visa International,  
Operations Center East

"Our audits have been flawless and we are constantly complimented on our paperless system. The document control system with built-in status tracking, automated revisioning and numbering has eliminated the paper chase. Built-in alarms help to remind my team that tasks such as training, corrective action, internal audits and document approval need to get done. QSI has brought organization and peace of mind to my entire company."

—Tim Chappell, Director of Quality  
Clariant Corp.

### Quality Systems International

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Circle Reader Service No. 147



# Quality Systems Registrars Inc.

## The First U.S. Accredited Registrar

**Customer-Focused!  
Top-Notch Auditors!  
99% Annual Client  
Renewal Rate!  
Very Competitive Pricing!  
Highly Trained & Centralized  
Corporate Operations!**

### Corporate Overview

Quality Systems Registrars Inc. (QSR), the industry's first U.S. accredited registrar, is now one of the fastest growing registrars in the business. QSR is realizing such success because of its tremendous commitment to the integrity of the QMS and EMS standards, and also because of its customer-focused program. Through the development of partnerships with all of its clients, QSR is able to offer a peerless combination of experienced and fair auditors, centralized corporate support and innovative programs.

Whether you are looking for a registrar to certify your new QMS or EMS program or you want a fresh perspective on your

existing program, QSR would very much like to earn your confidence and your business.

QSR is purely a registrar, and they offer peerless registration services within ISO 9000, QS-9000, ISO 14001, AS9100 and TL 9000. Since their creation in 1990, QSR has grown to be one of the most respected and, arguably, the most credible and consistent registrar in the industry. Their commitment to their clients and to the systems that they certify is unwavering and unmatched.

### QSR Mission Statement

*Quality Systems Registrars Inc. is in business to provide the best*

*possible service in a fair, ethical and responsive manner to all of our customers. We will promote the longevity and stability of our business by developing and nurturing strategic partnerships with those who share their commitment to excellence. QSR will always view success as a qualitative as well as quantitative measurement.*

### Testimonial

"I wish that I could provide insight into how QSR could improve the delivery of their services, but I can't. QSR is always represented by top-notch auditors and office staff and is, without exception, helpful, prompt, and very professional and friendly."

—Glen Nevogt, Director of Quality and Customer Assurance Superior Essex

### Quality Systems Registrars Inc.

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QUALITY SYSTEMS  
REGISTRARS,  
INC.



# Resource Engineering Inc.

## Interactive Learning Systems



### Corporate Overview

Since 1987 Resource Engineering Inc. has been helping manufacturing companies strengthen their business through quality and productivity improvement. In addition to consulting and on-site training, Resource Engineering has published numerous books and classroom training systems used throughout the world. Clients range from *Fortune* 500 firms to small- and mid-sized manufacturing companies.

In 1996, in response to a growing customer demand for computer-based quality training, we launched Resource Engineering Interactive Learning Systems. The mission of the Interactive

Learning Systems division is to provide computer-based and online learning and performance support tools to improve manufacturing and quality performance.

### Leading the Way in Quality Training Today

Resource Engineering is leading the way in quality training. No other company offers a series of computer-based training products to meet a wide variety of quality training needs. This means that when you use Resource Engineering training courseware, you will recognize the same consistent format. You can also have confidence that the message being delivered is accurate and instructionally sound.

Resource Engineering is dedicated to providing manufacturing companies with the tools needed to develop and sustain the quality skills they need to do their jobs in today's ever changing workplace.

### Setting the Course for Quality Training in the Future

In early 2000, Resource Engineering will introduce Web-based training that can be delivered to any desktop through a Web browser. Learners will be able to access the training through the Internet or it can be made available on their corporate intranet.

For the latest information on Resource Engineering products and services, call our toll-free number or visit our Web site.

### Resource Engineering

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engineering**  
**Interactive Learning Systems**

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