# Quality<br/>Digest2000 Quality Sourcebook<br/>Certification/Registration

he Quality Sourcebook's Certification/Registration Guide features information on companies that provide products and services specifically related to ISO 9000, QS-9000, ISO 14000, AS9000 and other international standards or customer requirements.

The explosive growth of ISO 9000 during the last 10 years has greatly expanded the certification world. ISO 9000 has spawned a host of related standards, such as AS9100 for aerospace suppliers and TL 9000 for telecommunications suppliers. The automotive industry's QS-9000 quality system requirements has led to the development of a set of Quality System Requirements known as the Tooling and Equipment Supplement to QS-9000. QS-9000 is due to be replaced in the near future by ISO/TS 16949, which harmonizes the quality system requirements of the U.S., German, Italian, British and French automakers.

ISO 9000 will be updated in 2000 with the release of ISO 9000:2000. This all-new version of ISO 9000 scraps the existing structure of ISO 9000, replacing the well-known "20 elements" with four major categories. The new ISO 9000 will, at the very least, require companies to re-evaluate their quality systems.

For more information on any of the products or services listed in this section, contact the companies directly. Please be sure to mention you saw their listings in *Quality Digest's* 2000 Quality Sourcebook!

# **Certification Directory**

accredited to certify and the three primary industries each company serves.

Registrar Directory ...... 20

This directory of accredited registrars includes the company name, address, phone and fax numbers, Web address, and a brief description of the registrar's services. (Please note that not all registrars provided us with descriptions.)

# ISO 9000 Consultants Directory ...... 25

This directory contains listings for nearly 200 consultants specializing in standards, including ISO 9000, QS-9000, ISO 14000, the CE Mark, VDA 6.1, AS9000 and QS-9000's Tooling and Equipment Supplement. The directory includes the company name, address, phone and fax numbers, Web address, and a brief description of the consultant's services. (Please note that not all consultants provided us with descriptions.)

As with all *Quality Digest* guides, the Certification 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 Certification Guide. If you have any suggestions for how we can improve this guide for next year, e-mail them to *sourcebook@quality digest.com*.

# **Certification Sourcebook Guide**

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ISO 9000 Consultants Directory Page 2	25

# Glossary

AIAG—Automotive Industry Action Group ANSI-RAB—American National Standards Institute's Registrar Accreditation Board 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 **CEN**—European Committee for Standardization CGSB—Canadian General Standards Board EMAS—Environmental Management Audit Scheme ISO 14000—international environmental management system standard administered by the International Organization for Standardization ISO 9000—international quality management system standard administered by the International Organization for Standardization ISO-International Organization for Standardization JAB—Japan Accreditation Board JAS-ANZ—Joint Accreditation Scheme of Australia and New Zealand NAP-U.S. National Accreditation Program QS-9000-quality system requirements for suppliers to the Big Three RvA—Dutch Council for Accreditation SA8000—social accountability standard SAS—Swiss Accreditation Service SCC—Standards Council of Canada SINCERT—Accreditamento Organismi Certificazione, the Italian accreditation body **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 UKAS—United Kingdom Accreditation Scheme VDA 6.1—Verband der Automobilindustrie,

quality system requirements for suppliers to

German automakers

Registrar			dard	S		
Buyers Guide	0006 OSI	QS-9000	AS9000	ISO 14000	Primary Industries Covered	
ABS Quality Evaluations Inc.	x	х	х	x	Aviation, Education, Finance	
AFAQ International (France)	х	х		x	All sectors	
AIB Registration Services	х				Food Products, Food Processing Equipment	
American Quality Assessors	х	х	х	x	Trucking/Warehousing, Primary Metals, Textiles	
American Systems Registrar	x	х			Manufacturing, Services, Automotive	
AOQC Moody Int'l GmbH (Germany)	х	х			Services, Manufacturing, Health Care	
AOQC Moody International Inc.	х	х	х	x	Pulp and Paper, Primary Metals, Chemicals	
AQSR International Inc.	x	х	х	x	Automotive, Electronics, Aerospace	
ASME International	x				Primary Metals, Fabricated Metal Products, Machinery	
BestCERT Quality Registrars Ltd.	x	х	х		Plastics, Machinery, Paper	
BNQ Systems Registration	х				Engineering, Refining, Construction	
BSI Inc. (North America)	х	х	х	x	All Sectors	
Bureau Veritas Quality Int'l Ltd. (UK)	х	х	х	x	Manufacturing, Services, Transportation	
BVQI (North America)	x	х		x	Metals, Plastics, Automotive	
Canadian General Standards Board	х		х	x	Manufacturing, Services, Information Technology	
Ceramic Industry Certification Scheme Ltd. (UK)	х	х	х	x	Ceramics, Refractories, Raw Materials	
CRS Registrars Inc.	х	х			Education, Trucking, Manufacturing	
Davy Registrar Services Inc.	х	х	х		Steel, Transportation, Automotive	
Deloitte & Touche LLP Quality Registrar Inc.	х	х		x	Automotive, Retail, Professional	
DNV Certification Inc.	х	х	х	x	Variety of disciplines	
DQS do Brasil S/C Ltda. (Brazil)	x	х		x	Electrotechnical, Automotive, Services	
DQS (North America)	x	х	х	x	Metal Fabrication, Electronics, Services	
Eagle Registrations Inc.	х	х	х		Automotive, Aerospace, Electronics	
EAQA USA Registrars Inc.	x	х	х	x	Energy, Aerospace, Electronics	
Entela Inc. QSRD	х	х		x	Fabricated Metals, Machinery, Transportation	
Factory Mutual Research Corp.	x				Electrical, Mechanical, Chemicals	
GBJD Registrars Ltd.	х	х		x	Electronics, Processing, Automotive	
Global Registrars Inc.	x	х			Manufacturing, Plastics, Printing	
HSB Registration Services	х	х	х		Machinery, Electrical, Construction	
International Quality System Registrars	x	х	х		Manufacturing, Printing, Services	
ISOQAR Inc.	х				Chemicals, Engineering, Shipping	
ITS Intertek Canada	х	х	х	x	Professional Services, Metals, Construction	
ITS Intertek Services	x	х	х	x	Fabricated Metals, Machinery, Electronics	

Registrar		Stan	dard	S	
Buyers Guide	1SO 9000	QS-9000	AS9000	ISO 14000	Primary Industries Covered
KEMA Registered Quality Inc.	х	х	x	x	Electronics, Medical, Telecommunications
KPMG Assessment and Registration Services	х	x	x	x	Automotive, Manufacturing, Transportation
Lloyd's Register Quality Assurance	х	х	х	x	Metals, Mechanical, Electrical
National Quality Assurance, USA	х	х	х	x	Aerospace, Engineering Services, Trucking
The National Registry	х	х			Electronics, Telecommunications, Packaging
National Technical Systems—Cert. Services	х	х	х		Electronics, Primary Fabricated Metals, Services/Distribution
NSAI	х	х		x	Information Technology, Medical, Fabricated Metals
NSF International Strategic Registrations Ltd.	х	х		x	Public Health Products, Environmental Products
Orion Registrar	х	х		x	Electrical, Plastics, Manufacturing
OTS Quality Registrars Inc.	х				Manufacturing, Electronics, Rubber and Plastics
Performance Review Institute (PRI)	х	х		x	Automotive, Aerospace, Manufacturing
Perry Johnson Registrars Inc.	х	х	x	x	Plastics, Metals, Electronics
Professional Registrar Organization (PRO Inc.)	х	х			Services, Automotive, Energy
QMI	х	х	x	x	Petrochemical, Metals, Services
Quality Certification Bureau Inc.	х	х	x	x	Manufacturing, Services, Distribution
Quality Systems Registrars Inc.	х	х	x	x	Chemicals, Paper, Manufacturing
QUASAR	х	х			Fabrication, Construction, Manufacturing
The Registrar Co. Inc. (TRC)	х	x	x		Electronics
Scott Quality Systems Registrars Inc.	х	x	x	x	Machinery, Automotive, Manufacturing
SGS International Certification Services Inc.	х	х	x	x	Machinery, Fabricated Metals, Chemicals
SGS ICS Canada Inc.	х	х		x	All Industries
Sira Certification Services (UK)	х	x		x	Manufacturing, Process Industries, Scientific
Smithers Quality Assessments Inc.	х	х	x		Rubber and Plastics, Fabricated Metals, Transportation
SRI Quality System Registrar Inc.	х	x	x		Metals, Warehousing, Transportation
Telcordia Quality Registrar Services	х				Telecommunications, Software, Manufacturing
TRA Certification	х	х			Metals, Plastics, Electronics
TÜV Essen	х	х	x		Electronics, Metal Working, Engineering
TÜV Management Service	х	х	х	x	Services, Electronics, Automotive
TUV Rheinland of North America Inc.	х	х	x	x	Electronics, Metals, Plastics/Rubber
Underwriters Laboratories Inc.	х	х		x	Electrical, Electronics, Chemicals
United Registrar of Systems Ltd. (UK)	х	х	x	x	Electrical/Electronics, Engineering, Health Care
Vehicle Certification Agency	х	х		x	Automotive, Light Engineering



# **Registrar Directory**



# ABS Quality Evaluations Inc.

16855 Northchase Drive Houston, TX 77060 Ph. 281-877-6800 Fax 281-877-6801 www.abs-ae.com

# **AIB Registration Services**

1213 Bakers Way Manhattan, KS 66505 Ph. 800-633-5137 Fax 785-537-1493 www.aibonline.org AIB Registration Services specializes in the food industry.

# **American Quality Assessors**

1107 Belleview Ave. Columbia, SC 29201 Ph. 800-281-4384 Fax 803-779-8109 www.aqausa.com American Quality Assessors (AQA) is an accredited not-for-profit management system registrar created solely to assess and register management systems to international standards such as ISO 9000, QS-9000, ISO 14000, AS9000 and TE Supplement according to the rules and guidelines established by ISO, ANSI-RAB, RvA and AQA.

# American Systems Registrar

4550 Cascade Road N.E., Suite 202 Grand Rapids, MI 49546 Ph. 888-891-9002 Fax 616-891-9462 www.asr.9000.net

# AOQC Moody International GmbH (Germany)

Marie-Bernays-Ring 1 Moenchengladbach, NRW 41199 Germany Ph. 49-2166-600782 Fax 49-2166-600721 www.aoqc.com

# AOQC Moody International Inc.

650 N. Sam Houston Parkway E. Suite 228 Houston, TX 77060 Ph. 281-591-7882 Fax 281-448-5602 www.aoqcmoody.com AOQC Moody International Inc. offers accredited third-party ISO 9000, QS 9000, ISO 14000 and VDA 6.1 registration services. We offer a variety of training courses including a distance learning course, an internal auditor course and a lead assessor course.

# AOQC Moody International Ltd. (UK) Chuckfield House

Chuckfield, West Sussex RH17 5EL, UK Ph. 44-1444-472903 Fax 44-1444-472920 AOQC Moody International Registration

57 Simcoe St. S., Suite 2D Oshawa, ON L1H 4G4, Canada Ph. 905-433-2418 Fax 905-432-9308

# **AQSR International Inc.**

3025 Boardwalk Drive, Suite 120-B Ann Arbor, MI 48108 Ph. 888-700-4761 Fax 734-913-8152 www.aasr.com

# ASME International

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# BSI Inc.

12110 Sunset Hills Road, Suite 140 Reston, VA 20190 Ph. 800-862-4977 Fax 703-437-9001 www.bsi-inc.org BSI is the world's most experienced registrar, with more than 33,000 registrations worldwide. With 10 offices in the United States, BSI Inc. provides clients with local service and global reach. Accredited registration services include ISO 9000, ISO 14000, QS-9000/TE Supplement, TickIT, TL 9000 and BS 7799 (information security). Other areas of expertise include AS9000/AS 9100, VDA 6.1 and CE Marking.

# Bureau Veritas Quality International (UK)

2nd Floor Towerbidge Court 224226 Towerbidge Road London SE1 22X, UK Ph. 44-171-378-8112 Fax 44-171-403-8163

# www.bvqi.com BVQI (North America)

509 N. Main St. Jamestown, NY 14701 Ph. 716-484-9002 Fax 716-484-9003 *www.bvqina.com* Bureau Veritas Quality International (North America) is part of a worldwide corporation with offices in 48 countries. With more than 30,000 clients globally, BVQI is one of most widely recognized registrars in the world. BVQI offers value added registration services for several international standards including ISO 9000, ISO 14001, AS9000, QS-9000, SA 8000, HACCP, SFI and Safety Cert, plus other related services in a multitude of industries.

# **Canadian General Standards Board**

6B1, Ph III, Place du Portage Hull, PQ K1A 1G6, Canada Ph. 800-665-2472 (Canada only) Fax 819-956-5740

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# Ceramic Industry Certification Scheme Ltd. (UK)

# Queens Road

Penkhull, Stoke-on-Trent, Staffordshire ST4 7LQ, UK

Ph. 44-1782-411008 Fax 44-1782-412331 www.ceram.co.uk

## Certified Professional Registry (CPR) See The National Registry

**Certified Training Registry (CTR)** See The National Registry

Chemical Quality Registry (CQR) See The National Registry

# CRS Registrars Inc.

5515 Southwyck Blvd., Suite 205 Toledo, OH 43614 Ph. 800-891-7333 Fax 419-861-1696 www.crsregistrars.com CRS Registrars Inc. offers quality systems registrations to ISO 9000, ISO 14000,

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1666 Wyandotte St. E. Windsor, ON N8T 1C7, Canada Ph. 519-258-8833 Fax 519-258-1114

# www.deloitte.ca DNV Certification Inc.

16340 Park Ten Place, Suite 100 Houston, TX 77084 Ph. 281-721-6818 Fax 281-721-6903

Pn. 281-721-0818 Fax 281-721-0903 www.dnvcert.com

DNV is a leading accredited registrar for ISO 9000, QS-9000 and ISO 14001, having issued more than 2,500 registrations in the Americas alone. We offer product certification for the CE Mark and AS9000 registrations. DNV has six offices in North America, in Atlanta; Detroit; Houston; Long Beach, CA; River Edge, NJ and Toronto, Canada.

# DQS do Brasil S/C Ltda. (Brazil)

Av. Adolfo Pinheiro, 1000-SL 02 São Paulo, SP 04734-002, Brazil Ph. 55-11-247-5312 Fax 55-11-523-9547 www.dqs.com.de

# **DQS** (North America)

1000 Skokie Blvd., Suite 360

Wilmette, IL 60091

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# EAQA USA Registrars Inc.

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# Electronics Quality Registry (EQR) See The National Registry Entela Inc.

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# 2625 Buchanan S.W.

Grand Rapids, MI 49548 Ph. 800-888-3787 Fax 616-248-9690 www.entela.com

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Mississauga, ON L5S 1R6, Canada Ph. 800-267-0861 Fax 905-565-0117 www.iqsr.com

# **ISOQAR Inc.**

P.O. Box 850370 Braintree MA 02185 Ph. 781-356-6572 Fax 781-356-0444 www.isoaar.com



# **ITS Intertek Canada**

1829 32nd Ave. Lachine, PQ H8T 3J1, Canada Ph. 800-561-5051 Fax 514-631-1133 www.worldlab.com

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# **KPMG Assessment and Registration Services**

150 John F. Kennedy Parkway Short Hills, NJ 07078 Ph. 973-912-6551 Fax 973-912-6050 www.kweb.us.kpmg.com

# Lloyd's Register Quality Assurance

15810 Park Ten Place, Suite 330 Houston, TX 77084 Ph. 800-471-7737 Fax 281-398-7337 www.lrqa.com

# **National Quality Assurance USA**

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# The National Registry

3031 Javier Road, Second Floor Fairfax, VA 22031 Ph. 800-222-9001 Fax 703-205-0684 www.thenationalregistry.com The National Registry is a full-service, third-party registrar providing ISO 9000 and QS-9000 registration services to companies worldwide. The National Registry also provides an exclusive Internet listing service at its Web site.National Technical Systems-Certification Services 47 Jack Ellington Road Fredericksburg, VA 22406 Ph. 800-988-2687 Fax 540-752-7630

www.nts-cs.com NSAI

5 Medallion Center, Greeley St. Merrimack, NH 03054 Ph. 603-424-7070 Fax 603-429-1234 www.nsaicert.com

# NSF International Strategic Registrations Ltd.

789 N. Dixboro Road Ann Arbor, MI 48105 Ph. 888-673-9000 Fax 734-827-6801 www.nsf-isr.org

# Digest 2000 Quality Sourcebook/Registrar Directory

# **Orion Registrar**

7850 Vance Drive, Suite 210 Arvada, CO 80003 Ph. 800-446-0674 Fax 303-456-6681 www.orion-iso.com

# OTS Quality Registrars Inc.

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Warrendale, PA 15085 Ph. 724-772-1616 Fax 724-772-1699 www.pri.sae.org

# Perry Johnson Registrars Inc.

26555 Evergreen Road, Suite 1340 Southfield, MI 48076 Ph. 800-800-7910 Fax 248-358-0882

Ph. 800-800-7910 Fax 248-358-0882 www.pjr.com

Perry Johnson Registrars is a full-service registrar offering objective third-party value-added audits for ISO 9000, ISO 14000, QS-9000, AS9000 and VDA 6.1. PJR maintains the most far-reaching lead auditor base in the United States, with auditors located within 50 miles of every major city. Our auditors, many of whom have trained our competitors' assessors, average 15 to 18 years of experience in the quality area.

# Professional Registrar Organization Inc. (PRO)

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#### OMI

90 Burnhamthorpe Road W. #300 Mississauga, ON L5B 3C3, Canada Ph. 800-465-3717 Fax 905-272-4538 www.qmi.com

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# **Quality Systems Registrars Inc.**

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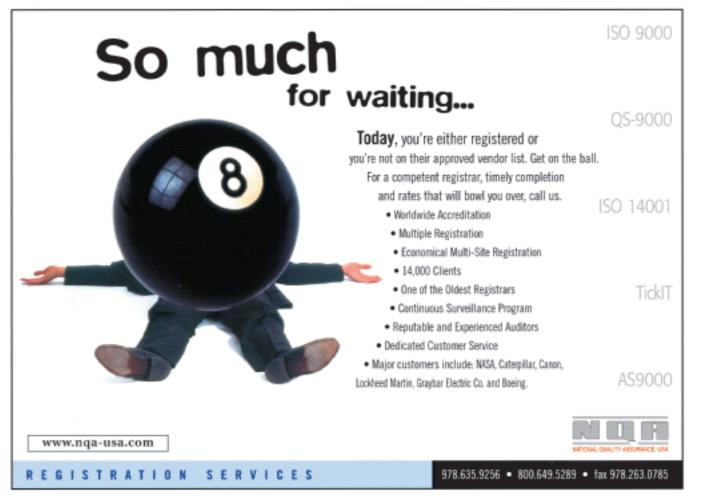
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