

**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 22, in the Certification section of this Quality Sourcebook.

The Quality Sourcebook's 2002 Consulting Guide, which gives you a look at which consultants are available in your location and in your company's areas of interest, is designed to ease the burden of the consultant selection process. We compiled this list by faxing all of the U.S. and Canadian consulting organizations in our database. 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 Guide

Consulting Matrix.....50

*The matrix provides a handy reference for determining which companies offer consulting services for which standards and quality topics, including the Baldrige criteria, benchmarking, design of experiments, problem solving, teams and total quality management.*

Consulting Directory .....59

*Listed alphabetically by company name, the guide is organized as a directory of more than 440 consultants that handle specific areas of quality management. This directory includes the company name, address, phone and fax numbers, Web address. 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.*

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. 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* 2002 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).

#### Glossary

APQP—advanced product quality planning  
AS9100—quality system requirements for suppliers to the aerospace industry (previously known as AS9000)  
Big Three—DaimlerChrysler, Ford Motor Co. and General Motors  
CE Mark—European Union product safety testing requirements  
COA—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