

ISO program now has Internet-based audio/video

program tailored to your company's schedule, structure

Since January 1997, members of the International Warehouse Logistics Association have been using the Internet to become ISO Certified. Participants use chat room technology to communicate with consultants and send their ISO documentation via e-mail to consultants for review. Now they can see and speak directly to our consultants over the Internet.

Peter Sanderson, President of TQMS, our Internet-based ISO 9000 consulting company, announced the addition of audio/visual capability to our program. The upgrade will take effect June 25, 1998. In addition to the "chat room" currently in place, a second chat room will be available that will include audio video reception. Association members in the program will now be able to communicate directly with TQMS consultants as they work towards ISO Certification.

"We have had a great response to our chat room technology. Members like the idea of being able to work on ISO documentation on their schedule. Often times, members will work early in the morning, send questions or drafts to our office via e-mail before the office opens and receive an answer before the end of the day," stated Sanderson. "Now we can schedule live Internet office hours with this new technology. Participants simply download Microsoft New Meeting from our ISO site at no cost and they instantly have access to the new technology," said Sanderson.

Current participants in the ISO 9000 program can download the new technology beginning June 25. Members will have access to Derek Tahamont and the rest of the TQMS staff via A/V. ISO certification involves the customization of twenty written procedures that describe the basic management control utilized by your company to control quality. Members download boiler-plated versions of the standard ISO procedures along with specialized instructions that guide participants through implementation. The time and money saved by using the Association's standard format via the Internet dramatically lowers the time and money spent normally associated with ISO consultants.

Internet process fits your schedule

According to Peter Sanders, "Consultants start from scratch. They build in extra costs because they know that appointments will be postponed, mistakes will be made and rewrites will occur. Our Internet technology allows your

staff to work on ISO when they are available. Our consultants can work with five or six companies in one morning. Your day is not disrupted, your staff selects the best time to work on ISO and our costs of providing services is dramatically reduced."

Three primary factors have contributed to the low cost program. First, the certifying company has preapproved the Association's ISO format in advance. Each member follows this format which reduces costs. Second, the use of Internet consulting significantly reduces travel and consulting costs. Finally, TQMS does not make companies write more than the required documentation. "We concentrate on training and implementation. That's the real key to successful quality control," stated Sanderson.

Two more Association members are scheduled for final certification this month. Look for a special announcement next month. The next start-up group for ISO Certification is scheduled for Harrisburg, PA on July 16. If your company is interested in the program, you can still register by calling the Association at (847) 292-1891.

Quality System Procedures fit your company structure

To the right is the list of the twenty ISO Quality System Procedures (QSPs). Participating members in the ISO Certification program complete their twenty QSPs in a logical order so that implementation and documentation begin immediately. Prior to modifying and implementing these procedures, participants download a master document called the Quality Assurance Manual. This manual is modified to fit their company structure and can be completed very quickly under the Association program. ■



Kevin McNulty

*Director of
Member Services*

order of QSPs

1. Document and data control
2. Control of quality records
3. Training
4. Management responsibility
5. Quality system
6. Contract review
7. Product identification and traceability
8. Control of customer supplied product
9. Purchasing
10. Process control
11. Handling, storage, packaging, preservation and delivery
12. Inspection and testing
13. Control of inspection, measuring and test equipment
14. Inspection and test status
15. Control of non-conforming product
16. Corrective and preventive action
17. Statistical techniques
18. Internal quality audits
19. Design control
20. Servicing

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