

ISO Report

If 1999 is your year to become ISO certified, you will want to enroll in the official Association program during the first quarter. The unprecedented program saves members thousands of dollars and allows them to become ISO 9002 Certified in less than a year. Start-up meetings are in Chicago during January, February and March as follows:

ISO start-up sessions

Wednesday, January 13 8:00 a.m.—Noon

Thursday, February 18 8:00 a.m.—Noon

Tuesday, March 16 8:00 a.m.—Noon

Internal auditor training class

Thursday and Friday, February 18-19

8:00 a.m.—5:00 p.m. each day

Internal Auditor courses are also offered each month at TQMS Headquarters in Montreal. To acquire the dates of these classes consult the ISO Website at www.tqms.com.

Live audio and video consulting via Internet

Late last year, TQMS, the Buying Co-op partner that prepared members for ISO certification, established another groundbreaking technique by offering live audio and visual consulting over the Internet. "There is no other program like it in the world," states Kevin McNulty, Director of Member Services. "The partnership we have with TQMS has brought real innovation to this process. Over the past two years, our documentation has continued to include more boilerplated language pertinent to our industry. This means that members have a tremendous head start using our ISO program."

Members in the program download the latest customized documents via the Internet. They then communicate directly with our consultants using live audio/video over the Internet. Not only can members speak to the consultants directly, but they can also see them. Another unique feature allows the consultant to actually take control of the member's mouse and highlight or edit parts of the document. The process uses the latest NetMeeting technology—and it's free.

Each company assigns a Management Representative to lead the process and work directly with TQMS. This person and an additional staff member are also trained as

Internal Auditors approximately two months into the process. The Management Representative works to implement the twenty ISO procedures and implements them throughout the company. The ISO procedures cover broad general areas of business.

Most members that have completed the program can fit their total documentation into one 2-inch ring binder. The required documentation is designed for warehouse logistics companies. The key component to the TQMS program is training, *not paper work*.

"Our program focuses on implementation," according to Peter Sanderson, President of TQMS. "We order the 20 procedures in a way that allows members to implement as they go. We also include instructions with each procedure that help the members implement each process. The reason so many companies fail using traditional methods is that they spent hours writing out unnecessarily details processes and never get to the implementation stage."

Another common perception is that companies must be perfect before they become certified. ISO is a management tool designed to identify and change processes that need improvement. Once a company becomes certified, it means that they have identified what they do and have a procedure in place to improve their processes and take corrective action when things breakdown.

ISO registration is a tremendous way to fine-tune your operation. It is becoming a necessary calling card for all warehouse logistics members that seek business from certain industries. The Association is already working with TQMS to implement the new auto industry requirements and the changes expect to take place in the year 2000 with ISO. ISO will consolidate some of its numbered processes and members will have some minor tune-ups to do at that time. Member companies enrolled in the program will be kept updated as new requirements are implemented.

If your company is ready for become ISO certified in 1999, we encourage you to call the Association today. Direct cost of the program are under \$17,000. Travel costs for auditors and for your staff to attend training sessions are extra. Don't miss your opportunity. Call today. ■

New Warehouse Logistics Members

Albert Moving & Storage
4401 Barnett Road, Wichita Falls, TX 76310
tel (940) 696-7000
email: ccsales@containerconcepts.com
Web: containerconcepts.com
Robert Charles Albert, III

Concord Logistics, Inc.
340 Emig Road, Emigsville, PA 17318
tel (717) 767-4456
email: concordlogistics@blazenet.net
Web: concordlogistics.com
Scott R. Wagner

Double D Warehouse
4800 Industrial Park Blvd.
P.O. Box 606, Peru, IL 61354
tel (815) 224-1924
Kimberly Milasuski

Fiesta Warehousing & Distribution Company
4221 Director Drive, San Antonio, TX 78219
tel (210) 337-9101
email: lvbrown@flash.net
Tom Delgado

Horizon Distribution Logistics, L.L.C.
2340 E. University Drive, Phoenix, AZ 85034
tel (602) 251-0132
Larry M. Boyles

IMC Holdings, Inc.
95 South Route 83, Grayslake, IL 60030
tel (847) 223-1000
Hans Anger, Jr.

Rich Warehousing & Distribution, Inc.
P.O. Box 708, Bryant, AR 72089
tel (501) 562-2648
Betty Richards

RSD Warehouse Services Inc.
601 Old River Road, Hartford, VT 05047
tel (802) 291-7272
email: plddtc@sover.net
Richard S. Daniels

New Associate Members

Horvath & Lieber, P.C.
300 W. Washington Street, #1700
Chicago, IL 60606
tel (312) 419-6600
Dom Telesco

Andlor Consulting Inc.
530 Yale Road, Port Moody, BC
Canada V3H 3K3
Tel: 604-936-8892
Andre Periana