

2008 Quality Sourcebook

Consulting/Training

Quality improvement is a tough undertaking for even the savviest organization. There's no need to go it alone, however. Quality system consultants can help keep you and your organization on the right path, and training opportunities can ensure that you're current in your knowledge of best practices.

On the following pages, you'll find our Consulting Directory as well as our annual Training Directory. These guides include hundreds of companies that employ experts in the Malcolm Baldrige National Quality Award program, statistical process control, Six Sigma, leadership training, quality system development, and certification, among other areas.

These directories are not meant to endorse or exclude any particular organization. Rather, they should 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. Further information, including company descriptions (if provided to us) can be found on our web site at www.qualitydigest.com/directories.

Consulting/Training Section

Consulting Directory Page 38

This guide to quality consultants includes the company name, address, phone and fax numbers, web address, and the organization's consulting specialties, if this information has been provided to us.

Training Directory Page 46

This guide is a directory of training organizations, and includes the company name, address, phone and fax numbers, and web address.

Glossary

5S—sort, store, shine, standardize, sustain (loosely translated from the Japanese terms *seiri* [organization], *seiton* [neatness], *seiso* [cleaning], *seiketsu* [standardization], and *shitsuke* [discipline])

APQP—advanced product quality planning

AS9100—quality system requirements for suppliers to the aerospace industry

CE Mark—European Union product-safety testing requirements

CQA—certified quality auditor

CQE—certified quality engineer

CQMgr—certified quality manager

CRM—customer relationship management

DOE—design of experiments

EMS—environmental management system

FMEA—failure mode and effects analysis

GMP—good manufacturing practices

ISO—International Organization for Standardization

ISO 9001—international quality management standard

ISO 14001—international environmental management standard

ISO/TS 16949—international technical specification for the automotive industry; a requirement for suppliers to many major automakers

IT—information technology

JIT—just-in-time inventory system

MRP—materials resource planning

OEM—original equipment manufacturer

QFD—quality function deployment

QMS—quality management system

ROI—return on investment

SA8000—social accountability standard

Six Sigma—quality process, developed at Motorola, focused on reducing defects to 3.4 defects per million opportunities

SMWT—self-managed work teams

SPC—statistical process control

TL 9000—quality system requirements for suppliers to the telecommunications industry

TPM—total productive maintenance

TQM—total quality management

TRIZ—theory of inventive problem solving (an indirect translation from Russian)

The information contained in *Quality Digest* directories, plus some additional information, is available online at www.qualitydigest.com/directories

Consulting Directory

Key to Directory Abbreviations

AS9100 AS
 Baldrige Award BA
 Benchmarking B
 CE Mark CE
 Design of Experiments ... DE
 Government Quality G
 ISO 9001 9K
 ISO 14001 14K
 ISO/TS 16949 TS
 Problem Solving PS
 QS-9000 QS

Quality Function
 Deployment QFD
 Service Quality S
 Six Sigma 6S
 SPC SPC
 Strategic Quality
 Planning SQP
 Suggestion Systems SUG
 Teams T
 TL 9000 TL
 TQM TQM

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