



AQA INTERNATIONAL NEWSLETTER

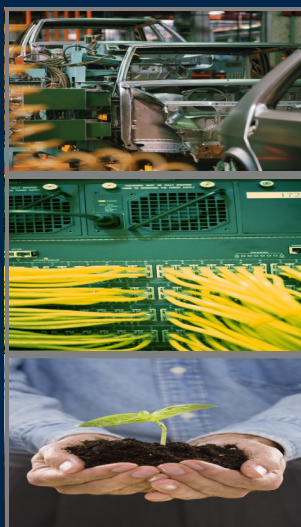
Volume V, Issue V

May 2010



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Featured Client: New Bremen Machine & Tool Co. Inc.

New Bremen Machine & Tool Co. Inc. has been serving the tool, die and stamping industry since 1928. Located in New Bremen, Ohio they were originally founded as a specialized machine shop. In the early 1950's, New Bremen Machine & Tool Co. Inc. began to specialize in progressive and hand load dies. In 1980, special machinery for production work was added onto their list of specialties and in 1993 production stamping was added onto their list of services as well. New Bremen Machine & Tool Co. Inc.'s services now include die making, stamping, design, wire EDM, CNC machining, machining services and grinding.

Along with meeting ever changing customer needs, New Bremen Machine & Tool Co. Inc. has expanded their equipment with the wire EDM machines, CNC machines, punch press, mills, drills, lathes and grinders. New Bremen Machine & Tool Co. Inc. is committed to providing excellence and superior value to each operation they perform. They are committed to total quality management and to providing a full range of design and manufacturing solutions in attempts to exceed customer expectations.

New Bremen Machine & Tool Co. Inc. is committed to providing excellence and superior value to each operation they perform and strive for continual improvements in their design and manufacturing system. ISO 9001:2008 certification serves as proof of the continued dedication to their customers. For more information regarding New Bremen Machine & Tool Co. Inc. and the services they provide, be sure to check out their website at: www.newbremenmachine.com

Reviewing Corrective and Preventive Actions at Management Review *Article Written by: Richard Everhardt, AQA Auditor*

A review of corrective and preventive actions during your management review session can provide a wealth of information concerning the direction and progress of the team members in solving systematic problems while preventing others.

In examining corrective and preventive actions consider:

1. The Timeline of Completion. While there is no specific requirement as to the time a corrective or preventive action should take, progress must be noted. Corrective or preventive actions that linger on the log (or similar listing) without intermediate steps towards closure should be examined carefully. While reasons for a delay in closure are numerous, you must be certain that it is not because of apathy or inertia. Some organizations establish a Gantt chart for the completion of a corrective or preventive action with intermediate steps and due dates contained. While this may not be appropriate for all corrective or preventive actions, it can be effective on systematic issues that require substantive changes to the organization or the documented management system.
2. The Depth of the Root Cause Analysis. "Operator error" or "lack of training" are simply not valid root causes and if seen, should not cause a red flag to be raised. These superficial "causes" are often an indicator that there are more serious issues. The examination of the data raised during the root cause and analysis can be explored for deeper, more realistic causes. The methodology of the problem solving team can be explored to ensure that robust processes for root cause analysis (fishbones, Pareto Analyses, 5 Why, etc.) are being employed.
3. The Verification of Effectiveness. Examine carefully what data was used to verify the effectiveness of a corrective or preventive action. Also ensure that the issue was kept open long enough to see that real, lasting change has been implemented and that initial success was not a matter of the increased scrutiny of the situation. When a corrective action is opened one of the initial activities can be to identify what conditions must be present, and for how long, before the problem is considered solved.

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Featured Client (Continued from Page 1)

4. Repeat Issues of the Same Type. If there are several corrective and preventive actions dealing with the same issue, see the two preceding points. Management time is far too valuable to keep re-addressing issues that should be solved through a systematic approach provided by documented corrective and preventive actions.

5. Value to the Organization. Are the corrective and preventive actions being taken by the team of real value to the organization? It is far more advantageous to have fewer; more "value added" actions than a long list of actions taken that do not provide long-lasting financial benefits to the organization. One organization the author works with puts a dollar figure on the cost of the error and the potential savings to the organization when the problem is solved.

Corrective and preventive actions are two of the leading "ISO tools". The use of them should lead the organization to higher levels of goal accomplishment and increased levels of internal and external customer satisfaction.

Meet the Staff: Ansley Rhodes has been with AQA since January of 2009 and currently holds the position of Business Development Specialist. Originally from Baton Rouge, LA she moved to Columbia, SC in 2003 to attend the University of South Carolina where she majored in Public Relations. Her favorite thing about AQA is getting to know and help clients with their certification needs. She's a talker! In her free time Ansley enjoys working out, hanging out with family and friends, traveling and trying out new restaurants...hence the working out. She is excited about her future with AQA and is looking forward to many more years to come!



AQA Training ...The Key to Success



Come join us for public training courses geared to meet your needs. Course flyers and registration forms are available upon request!

AQA 2009 PUBLIC TRAINING SCHEDULE

<u>Month</u>	<u>Date</u>	<u>Class</u>	<u>Days</u>	<u>Cost</u>	<u>Location</u>
May	10-11	AS9100:2009 Rev C Internal Auditor	2.0	\$995	Columbus, OH
	24	AS9100:2009 Rev C Overview	0.25	\$350	WebEx
June	7	ISO/TS 16949 Requirements	0.25	\$525	WebEx
	9-10	ISO 14001:2004 Internal Auditor	2.0	\$695	Columbia, SC
	16	AS9100:2009 Rev C Requirements Full Standard Review	0.25	\$525	WebEx
	22-23	ISO/TS 16949 Internal Auditor	2.0	\$995	Columbus, OH
July	24-25	ISO 9001:2008 Internal Auditor	2.0	\$695	Columbia, SC
	30-July1	OHSAS 18001:2007 Internal Auditor	2.0	\$695	Columbia, SC
	2	Legal requirements associated with OHSAS 18001:2007	1.0	\$195	Columbia, SC
	19	AS9100 Rev C Overview	0.25	\$350	WebEx

Any of the above referenced courses can be customized to fit any of your training needs with on-site training. For more information regarding any of our classes or how to sign up, please contact Ansley Rhodes at 800-281-4384 or check out training updates on our website!