



AQA International Newsletter

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AQA International Welcomes



Carl Blazik to our staff. Carl has been hired as the Chief Technical Officer and will precede Bart Walrath upon his retirement scheduled for the first quarter of 2009.

Carl's has over 30 years of industry experience and participates in organizations such as the International Automotive Certification Bodies Association (IACBA), International Association of Accredited Registrars (IAAR), Americas Aerospace Quality Group (AAQG), International Accreditation Forum (IAF) and the International Certification Network (IQNET).

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Charlotte-Mecklenburg Utilities Receives Three Awards

The Charlotte Business Journal and Centralina Council of Governments recently recognized Charlotte-Mecklenburg Utilities for its leadership and environmental achievements. Charlotte-Mecklenburg Utilities is a department of the City of Charlotte, providing drinking water and wastewater services to more than 750,000 people in Mecklenburg County.

Charlotte-Mecklenburg Utilities received two awards from The Charlotte Business Journal during a luncheon held at the Convention Center.

The **Green Nonprofit business Award** recognizes Charlotte-Mecklenburg Utilities for their environmental programs and initiatives in place.

The **Green Commercial New Construction Project Award** recognizes the new Utilities Environmental Services Facility that includes many environmentally sound features. Charlotte-Mecklenburg Utilities is seek-

ing LEED certification, which would them the first of City government buildings to be certified.

Charlotte-Mecklenburg Utilities received a third award from the Centralina Council of Governments. The **Region of Excellence Award in Environmental Planning and Conservation** honors the water department's commitment to the environment and sustainable business practices.

Some highlights of the utility's environmental initiatives include:

- Incorporating sustainable products and features in the Environmental Services Facility. The saves water and energy and includes day lighting, recycled materials and products that improve indoor air quality.
- Water reuse equipment and construction of rain gardens installed during the McDowell Creek Wastewater Treatment Plant expansion.
- Their biosolids recycling program, where solids from the



water and wastewater treatment processes are safely

- Land-applied rather than land filled.
- Programs protect land for water quality and wildlife preservation.
- Earning certification and operating under ISO 14001 EMS at Mallard Creek Water Reclamation Facility.
- Award-winning environmental education programs, including the Blue Planet Water Environmental Center and their Water Smart conservation and community award programs.

Did You Know?

What do organizations have to expect from the new ISO 9001:2008? Basically no major changes at all. There is one important message to remember: There won't be any new requirements. Compared to the current version, the only difference will be minor editorial changes.

One example: ISO 9001:2000

If any customer property is lost, damaged or otherwise found to be unsuitable for use, this shall be reported to the customer and records maintained (see 4.2.4).

ISO 9001:2008 (Draft)

If any customer property is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer and maintain records (see 4.2.4).

A Draft International Standard (DIS) for ISO 9001:2008 has been published and is available for purchase on the ASQ website. ISO 9001:2008, the amended standard, is scheduled to be published in September 2008.

Internationally Speaking

AQA International, LLC is pleased to announce that American Quality Assessors India (P) Ltd. has relocated its office to better serve certification clients in India. The new office is located in Banjara Hills. And is more spacious and equipped with State-of-Art facilities for servicing our customers more effectively.

For new contact information, please contact Jerry Stillinger at jerry@aqausa.com.



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Columbia, SC 29223

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Who to Contact at AQA International

If you are wondering who to contact about your certification or services we offer please feel free to call **800-281-4384**.

Maureen Secrest
Invoicing and Financial
Ext. 232

Jackie Lockett
Senior Program Coordinator
Ext. 223

Danielle Pope
Program Coordinator
Ext. 229

Claire Randall
Program Coordinator
Ext. 239

Bart Walrath
VP of Technical Services
Ext. 224

Carl Blazik
Chief Technical Officer
Ext. 222

Jerry Stillinger
Regional Office Manager
Ext. 225

Robert Starkweather
Aerospace Program Manager
Ext. 230

Stacey Blazik
Business Development Manager
Ext. 240

Lisa Shaw
Business Development Specialist
Ext. 234

Accessible, Understandable Registration

Who do we *Trust*?

Did you know that more and more organizations are severing relationships with partners due to information security concerns? Stop for a minute and think of all the people and organizations you *trust* with your sensitive information. Are they *trustworthy*? How do you really know? Are you placing your *trust* in partners based on due diligence or just a hunch? How *trustworthy* are you in the eyes of your clients and partners?



Isn't it time you demonstrated to clients, partners, auditors, and regulators that you can be *trusted* with their sensitive information? What could it mean to your business if your organization was "certified" to internationally recognized security best practices? What could it mean to your business if your partners were "certified" to the same best practices? Certification to ISO/IEC 27001:2005 provides the mutual recognition and *trust* assurance we need in business partnerships today.

Contact AQA to learn how you can add a healthy dose of *trust* into your business relationships. AQA offers one-hour webinars, half-day introduction sessions and three-day implementation

Training

Come join us in Columbia, SC for public training courses geared to meet your needs. Flyers will be sent out bi-weekly with the course details and registration forms should you be interested.

On-site training is also available for all listed public courses. If this interests you, please contact Lisa Shaw at lshaw@aqausa.com for a quotation.

Public Training Schedule

Month	Date	Class	Days	Cost per Person
June	17-18	ISO Internal Auditor	2	\$595
	25-27	TS Internal Auditor & Core Tools	3	\$795
July	22-23	EMS Internal Auditor	2	\$595
August	18-22	RAB-QSA ISO Lead Auditor	5	\$1600
	TBD	Lean Practices Informational Forum	1	\$200
	TBD	Effective Management Review Meetings	1	\$200
September	TBD	AS 9100 Internal Auditor	3	\$1000
	TBD	RAB-QSA AS 9100 Lead Auditor	5	\$1600
	TBD	Informational Internal Process Auditing	1	\$200
October	TBD	EMS Internal Auditor	2	\$595
	TBD	RAB-QSA EMS Lead Auditor	5	\$1600
	TBD	New Standards Overview	1	\$200
	TBD	(ISO 9000:2008, ISO 22000, ISO 27001, ISO 13485)		
November	TBD	TS Internal Auditor & Core Tools	3	\$795
	TBD	RAB-QSA TS Lead Auditor	5	\$1600
	TBD	Problem Solving Skills	1	\$200
December	TBD	ISO 13485 Internal Auditing	2	\$695
	TBD	RAB-QSA ISO 13485 Lead Auditor	5	\$1600
	TBD	Finding ROI in Your Management System	1	\$200