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AQA INTERNATIONAL NEWSLETTER

Volume V, Issue VIII

August 2010



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Featured Client: Hawkeye Industries, Inc.

Located in Tupelo, Mississippi, Hawkeye Industries, Inc. is a technologically advanced contract sheet metal fabrication company that has been providing superior service and quality since 1995. Hawkeye Industries strives to transform complex ideas and designs into simple, common-sense approaches to manufacturing and problem solving.

With 59,000 square feet of manufacturing space, Hawkeye Industries seeks to employ the latest technologies and techniques for their customer's competitive design and quality needs. Hawkeye Industries is committed to remain on the cutting edge of today's laser cutting, punching and forming technology.

Continuously improving and updating state of the art metal fabrication technologies, Hawkeye offers uniquely competitive capabilities. Their punching capabilities provide the customer with flexible, responsive and quality components. Hydraulic press brakes focus on quick setup, accuracy and repeatability. And the C)2 industrial lasers provide impeccable edge quality and flexibility for flat sheet and tubular products. Hawkeye employs CAD/CAM packages that can easily import most any customer design file in order to expedite the translation from design to manufacturing. However, Solid Works is their primary platform for importing and creating solid model designs.

For more information regarding Hawkeye Industries and the services they offer, feel free to check out their website at the following address: www.hawkeye.ws

Recommendations for Improvement

Article Written by: *Richard Everhardt, AQA Auditor*

Quick quiz: What is the overall purpose of ISO 9001:2008?

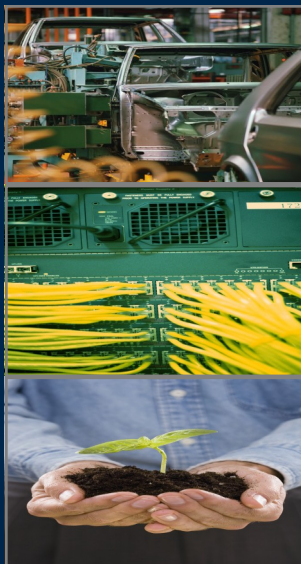
The answer should come quickly to you: "continual improvement". Continual improvement should be a major emphasis in every organization. The tried and tested methods of doing business are proving not to be adequate in today's economic and competitive situations. Organizations use all types of initiatives including 5-S, Lean Processes, Six Sigma, etc, for capturing continual improvement opportunities.

The challenge in many organizations is to capture, discuss and plan for the implementation of the recommendations for improvement that come out of each of these processes. Many of these initiatives fail to progress due to lack of an organized process for securing management input and support. Your management review is the single best place to have a consolidated "clearinghouse" for any and all recommendations for improvement.

The team leader or champion of any continual improvement activity can be required to submit a brief to the management review team containing any and all recommendations coming out of their respective continual improvement activities. This brief then serves as the basis for the discussion during management review.

The discussions regarding these items can include costs, do-ability, resource issues, timing, human resources, and impact on the documented management system. Developing a worksheet for each item with those headings (or others you may choose) can expedite the discussion process. Coming out of the discussion is the decision to further study the item and report back at a future management review, table the item, eliminate the item (for stated reasons) or proceed with implementation.

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Who's Who

If you have questions about your certification or services we offer, please feel free to call 800-281-4384

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Chris Gillan
Ext. 221

Auditor Article

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If implementation is the decision made, an action plan should be completed by the responsible individual, submitted to management, and reviewed for progress at future meetings to ensure that progress is being made.

There is no shortage of ideas in most organizations for continual improvement. Oftentimes it becomes a logistics and management issue due to a lack of a process to review the ideas and implement where feasible. Management review is the best tool within your ISO 9000 toolbox to use for this purpose.

Keep continual improvement as one of your primary objectives for your organization, include it in your business/quality policy and make sure that through the ISO 9000 process of management review that you are in fact making progress on this critical requirement.

Meet the Staff: Zaida Valera

Zaida Valera has been with AQA Toronto for over a year and currently holds the position of Client Relations Manager. Originally from Zimbabwe, Africa, she is a current resident of Mississauga ON, Canada. Zaida's favorite things about AQA are the enjoyable work environment, dealing with clients to ensure that they are satisfied, reviewing audit reports, issuing certificates and interacting with auditors to ensure their needs are looked after. In her free time, Zaida enjoys reading, watching TV, and going to the gym. We are very excited about having Zaida as part of the AQA team!



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 2010 Public Training Schedule

<u>Month</u>	<u>Date</u>	<u>Class</u>	<u>Days</u>	<u>Cost</u>	<u>Location</u>
Aug.	17	AS9100 Rev C Overview-Full Standard	0.25	\$525	WebEx
	17	ISO 9001 Overview	0.25	\$350	WebEx
	17	ISO 14001 Overview	0.25	\$350	WebEx
Sept.	7-8	ISO 9001:2008 Internal Auditor	2.0	\$695	Columbia, SC
	24	AS9100 Rev C Overview	0.25	\$350	WebEx
Oct.	4	AS9100 Rev C Overview-Full Standard	0.25	\$525	WebEx
	7-8	AS9100 Rev C Internal Auditor	2.0	\$995	Columbia, SC
	20-21	AS9100 Rev C Internal Auditor	2.0	\$995	Cincinnati, OH
	25-29	ISO 9001:2008 Lead Auditor	5.0	\$1600	Columbia, SC
Dec.	6-10	ISO 14001:2004 Lead Auditor	5.0	\$1600	Columbia, SC

Any of the above referenced courses can be customized to fit any of your training needs with onsite 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!