



# AQA INTERNATIONAL NEWSLETTER

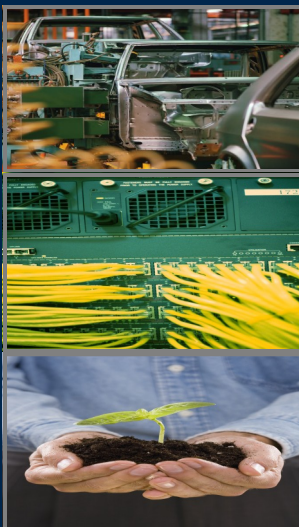
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## Featured Client: LUBRIPLATE Lubricants Co.

Fiske Brothers Refining Company d/b/a LUBRIPLATE Lubricants Co., headquartered in Newark, New Jersey has manufactured and sold the highest quality lubricants uninterrupted for 140 years. The company has a Midwest office, state of the art manufacturing plant and its primary distribution center located in Toledo, Ohio. LUBRIPLATE lubricants have been designed to deliver unsurpassed performance in a wide variety of applications. All LUBRIPLATE employees are committed to developing, manufacturing and selling quality products that meet and exceed their customers' expectations.



LUBRIPLATE's commitment to its customers is proven by its ISO 9001 registration and its ISO 21469 compliance. LUBRIPLATE saw its certification to ISO 9001 as an opportunity to prove what it always knew to be true— that it practices what it preached when it comes to providing superior quality lubricants to its customers. LUBRIPLATE has many value added complimentary services which include, but aren't limited to , a technical support hotline, complete plant surveys and lubricant inventory consolidation, a no charge oil/fluid and grease analysis program, lubrication maintenance software and customized, color coded lubricant specification machinery tags.

For more information regarding LUBRIPLATE's products and services, please visit their website at [www.lubriplate.com](http://www.lubriplate.com)

## Who is the ANAB?

The ANSI—ASQ National Accreditation Board, commonly known as ANAB, was established on January 1, 2005 after being part of a previous partnership agreement with the ANSI-RAB National Accreditation Program. The purpose of ANAB is to serve the conformity assessment needs of industry and business. Headquartered in Milwaukee, WI, ANSI-ASQ National Accreditation Board is governed by a board of directors and is financially self supported.

ANAB cooperates with other accreditation bodies around the world such as the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF). In doing so, value is provided to the organizations which ANAB has accredited and ensures that accredited certificates are recognized both nationally and internationally. Under the ANAB brand, the organization is the U.S. accreditation body for the following management systems:



ISO 9001, ISO 14001, ISO/IEC 27001, ISO 22000, ANSI/AIHA Z10, CSA Z100, OHSAS 18001, ISO 28000, ISO/IEC 20000-1.

[www.anab.org](http://www.anab.org)

## Perks of Certification

We are usually unaware of the role played by standards in raising levels of quality, safety, reliability, efficiency and interchangeability. Standards make an enormous contribution to most aspects of our lives and if there were no standards, consumers would soon notice. Certification helps add value and competitive edge to companies by providing consistency, dependability, and efficiency into management systems. It is our mission to ensure that AQA International sets the performance standards and continues to raise the bar for excellence and exceptional service within the registration and certification profession.

## Making Management Reviews Value Added

*Article Written by: Richard Everhardt, AQA Auditor*

Are your ISO 9001 or 14001 Management Reviews a value-added activity or something that is done to satisfy your auditor?

Of all the requirements in the International Standard, Management Review continues to be one of the most misunderstood and under-valued. Rather than seeing Management Review as a vital part of the strategic planning process it is seen, far too-often, as a checklist to be completed prior to visits from auditors.

Making Management Reviews valuable will be the focus of a series of articles to be presented in the AQA International monthly newsletters. In this article we will look at why, beyond the requirements, management reviews should be conducted. In future articles each of the requirements from the International Standard will be presented with ideas on how these can be a future-oriented discussion rather than a historical recap of what has been done.

Key Points for this edition:

- A rigorous practice of Management Review combined with an aggressive Internal Audit program and a pro-active system of Corrective & Preventive actions serve as the underpinnings of an effective management system to drive the organization towards the accomplishment of its strategic objectives.
- Regardless of the management system you have chosen, management at all levels need to be involved for the review to be successful. These systems do not hinge on one person (the management or environmental representative). Instead, every member of the management team has a stake. Since every member of the management team is partially responsible for the success of the organization, they are likewise responsible for the success of the management (or environmental) system.
- The Management Review process is an opportunity to capture important data from your business, discuss it, align it with the strategic plan, and respond to it in terms of corrective and/or preventive actions. As such it is a cornerstone for strategic planning in an organization.
- Through the periodic reviews, management team members are held accountable for corrections and improvements to the business.
- The more aligned your Management System is with the strategic plan of the organization the more individual managers will see the benefits of these corrections and improvements.

These points will be expanded upon in the future editions and will hopefully guide you to obtaining more value from Management Review!

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## What is e-Stewards Certification?

The e-Stewards Standard for Responsible Recycling and Reuse of Electronic Equipment is the result of long collaboration between the environmental community and leaders in the recycling, auditing, occupational health, data security, and manufacturing industries as well as from the accredited third party certification industry. The e-Stewards certification program provides an accredited, independently audited certification to the "Gold Standard" for electronics recyclers and asset managers. Third party certification provides a means to establish confidence within the marketplace that the certified e-Steward will handle electronic and hazardous waste responsibly in a manner that protects the environment and the social and health and safety concerns of the workforce, throughout the recycling chain around the world. For more information on e-Stewards certification, check out their website: [www.e-stewards.org](http://www.e-stewards.org)



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[www.aqainternational.com](http://www.aqainternational.com)

## Who to Contact at AQA International

If you have questions about your certification or services we offer, please feel free to call :

**800-281-4384**

**Operations**  
**Jerry Stillinger**  
**(International)**  
Ext. 225

**Jay Cleary**  
**(North America)**  
Ext. 248

### Client Relations

**Managers**  
**Jackie Luckett**  
**(Senior)**  
Ext. 223

**Danielle Pope**  
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**Holly Harmon**  
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**Donna Blight**  
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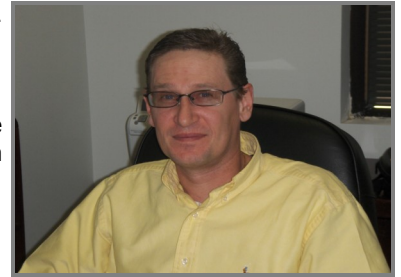
**Ansley Rhodes**  
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**Accounting**  
**Maureen Secrest**  
Ext.232

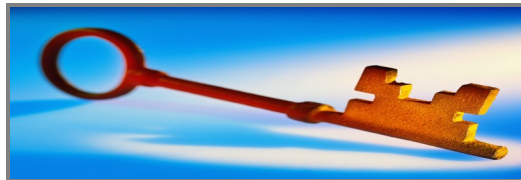
**Receptionist**  
**Chris Gillan**  
Ext. 221

## Meet the Staff:

We would like to welcome Mr. Martin "Marty" Willem as AQA International's new Vice President. He became part of the AQA family this past January after 12 years of employment at another global certification body. Since 1998 Marty has worked in a variety of capacities including: Auditor, Product Manager for Automotive, Automotive Technical Expert, Operations Manager and National Operations Manager for Canada. Prior to joining the certification industry, he worked as a quality professional in various organizations and gained significant audit and technical experience primarily in the automotive and aerospace industries. Marty was successful in garnering registration for these organizations to various quality management system standards and is TS and AS (AIEA) qualified. We are very excited to have him on board and look forward to his future with AQA!



## 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>
February	17	AS9100 Rev C Full Standard Review	0.25	\$525	WebEx
	23-24	ISO 13485 Internal Auditor	2.0	\$695	Columbia, SC
March	3	AS9100:2009 Rev C Change Overview	0.25	\$350	WebEx
	8-9	AS9100:2009 Rev C Internal Auditor	2.0	\$995	Huntsville, AL
	11-12	AS9100:2009 Rev C Internal Auditor	2.0	\$995	Columbia, SC
April	6-7	ISO 9001:2008 Internal Auditor	2.0	\$695	Columbia, SC
	8-9	ISO 14001 Internal Auditor	2.0	\$695	Columbia, SC
	22	AS9100 Rev C Full Standard Review	0.25	\$525	WebEx
	22	ISO/TS 16949 Full Standard Review	0.25	\$525	WebEx
	26	ISO 14001 Lead Auditor	5.0	\$1600	Columbia, SC
May	6-7	AS9100:2009 Rev C Internal Auditor	2.0	\$995	Columbia, SC
	10-11	AS9100:2009 Rev C Internal Auditor	2.0	\$995	Columbus, OH
	19-20	ISO 9001:2008 Internal Auditor	2.0	\$695	Columbia, SC
	24	AS9100:2009 Rev C Change Overview	0.25	\$350	WebEx
June	7	ISO/TS 16949 Requirements	0.25	\$525	WebEx
	16	AS9100 Rev C Full Standard Review	0.25	\$525	WebEx
	22-23	ISO/TS 16949 Internal Auditor	2.0	\$995	Columbus, OH
	30-Jul1	OHSAS 18001:2007 Internal Auditor	2.0	\$695	Columbia, SC
July	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!