



# AQA INTERNATIONAL NEWSLETTER

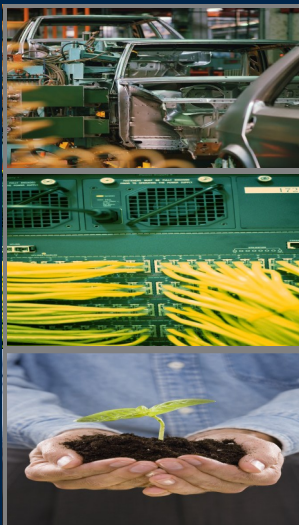
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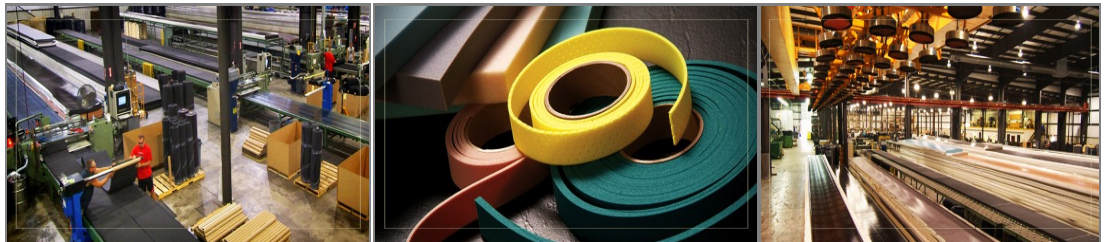
## Featured Client:

**Rubberlite**  
Incorporated

Headquartered in Huntington, West Virginia, Rubberlite, Inc. is one of the largest manufacturers of polyurethane foams and distributors of converted cellular rubber and plastic products in the world. Originally designed to operate as a custom converter and one-stop-shop for cellular rubber and plastics, Rubberlite was founded in 1986 by Allen Mayo.

By bridging the gap between manufacturers and fabricators of closed cell sponge rubber and plastic products, Rubberlite's product line has grown to include many innovative products and processes such as fabric and film laminations. Additionally, Rubberlite began producing HyPUR-cel, a custom engineered polyurethane foam, in 1997. In 2004 the company complemented the already strong HyPUR-cel family of foams with Visco-cel, high quality polyurethane foam designed to exceed their customer's expectations and performance standards. ISO 9001 certified since 2002, Rubberlite's aim is to grow their company by meeting and exceeding customer requirements, developing innovative products and processes, while continually improving the levels of safety, quality, service, training, and personal development.

With a goal of building value, integrity and durability into each Rubberlite product and process, quality products, exceptional service, and quick delivery of a diverse product line are the foundation of Rubberlite. For more information regarding Rubberlite and the services and products they provide, be sure to check out the following website: [www.rubberlite.com](http://www.rubberlite.com)



## AS91XX:2009 Transition Updates:

Some key points to re-iterate regarding the AS91XX:2009 transition are listed below.

- After July 1, 2011 AQA will be required to perform only AS9100C and AS9120:2009 audits.
- All clients affected by the AS91XX:2009 transition will need to submit their plans for transition (if they have not already done so) to AQA as soon as possible. They should contact their Client Relations Manager and request the Transition Questionnaire so that we can determine audit days required.
- AQA's Aerospace auditors continue to go through the Auditor transition process to be authenticated for the revised standards.
- The AS9101D Questionnaire is the only document/record we will be using for AS9100 and AS9120 audits after transition to the new standard.
- SR-001 is due to be revised by the IAQG to provide additional clarity on the transition process. A date has not been provided at this time.
- On July 1, 2012, AS9100:2004 (Rev B) will be canceled.

## The 8-D Process, Discipline 1

*Article Written by: Richard Everhardt, AQA Auditor*

The first formal step, D1, in the 8-D process is to create the problem solving team. The formation of this team is a major contributing factor to the success of the entire process.

As you consider who should be involved with the team it is important to look at the contributions each of the candidates can make. The members you select must have the knowledge, time, and authority to solve the problem. They must also possess the ability to effectively communicate with the other team members.

As the members begin to accept the invitation to participate on the team, a leader must be appointed. It is too-often assumed that the team leader must be the individual who is opening the corrective action. That is not always the best approach to take. The leader should be one who can effectively lead the team and remain objective to all ideas and opinions.

The interaction of the team members, often referred to as group dynamics, should be considered as you invite individuals to participate on the team. The individuals should be selected on their ability to effectively interact with each other in an atmosphere of trust and mutual respect. A knowledge of group dynamics must be possessed by the organizer, leader and each member of the team. It is often a good idea to develop a set of rules that the group will follow in its work at the first meeting of the group. There is much research into group dynamics available on the internet that can be gathered as a source for the rules of conduct.

There are many things that can go wrong with using a team approach to problem solving that can derail the entire process. They are presented here to help you develop your team in such a way as to prevent the wrong candidates from being selected to the team.

- **Poor Participation.** The team leader must ensure that everyone is given equal opportunity and that individuals who have agreed to serve on the team attend each meeting. Each candidate must understand that they are to attend each meeting and the approximate amount of time the problem-solving activity will take.
- **Being Over-Committed.** As a group progresses, it is possible that a given member becomes too busy to participate or meet his or her responsibilities. In that instance, the individual should be given the opportunity to withdraw from the group after a replacement from the same area is recruited. As you recruit members ask them if they are anticipating a large increase in their personal workloads in the weeks ahead.

As the group progresses, there are a number of things that can derail your problem-solving efforts. Two of the most serious are:

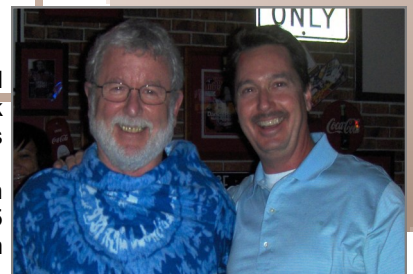
- **Failure to Assign Clear Tasks.** At the end of each problem solving session, the leader must ensure that team members are clear on what they are to do and when these items will be completed. Written minutes, circulated between sessions, helps to ensure this understanding.
- **Failure to Consider Outside Influences.** These influences often lobby for quick decisions. Team members must be aware of how situations in other departments or with the customer can bring weight to the problem solving process. These pressures for quick solutions must be handled diplomatically.

The dynamics of the team selected to solve the problem will have a tremendous impact on the outcomes of the problem solving process. By carefully selecting the individuals to serve on the team and by considering the pitfalls to using a group in advance, you are well on your way to achieving a positive outcome— a solution to your problem!

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### AQA News Flash:

AQA International gave their final farewell to colleague and friend Bart Walrath at a retirement party in his honor hosted by CEO Chuck Howell on January 20, 2011. The entire staff at AQA's headquarters office in Columbia, SC along with family and friends gathered at Carolina Ale House to celebrate all of Bart's accomplishments with AQA through the years. Bart has been a part of the AQA team for 15 years and has played an intricate role in AQA's success. Although he will be greatly missed, we wish him the best of luck with his future endeavors. Happy Retirement Bart!



(Bart Walrath on left, CEO Chuck Howell on right)



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(Auditor Certification Mgr)  
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Holly Harmon  
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Donna Blight  
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Ansley Whiteside  
Ext. 229

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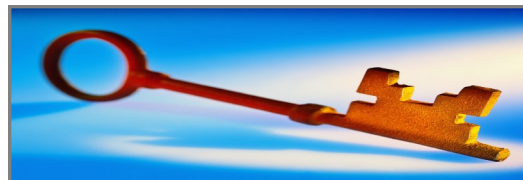
**Accounting**  
Maureen Secrest  
Ext. 232

## Meet the Staff:

AQA would like to welcome Renata Mackova as AQA Toronto's new Quality Manager. Originally from Slovakia, Europe, she is a current resident of Mississauga ON, Canada and comes to AQA with 14 years of experience working in the registration business. Renata's favorite thing about AQA is the friendly work environment and she is very excited to work with all of our auditors and clients. In her free time, Renata enjoys reading, Sudoku puzzles and playing with her two little boys. We are very excited about having Renata as part of the AQA team and look forward to many years of working together!



## AQA Training ...The Key to Success



Come join us for public training  
courses geared to meet your needs!

<u>Month</u>	<u>Date</u>	<u>Class</u>	<u>Days</u>	<u>Cost</u>	<u>Location</u>
March	9-11	AS9100 Internal Auditor	3.0	\$975	Columbia, SC
April	4-6	AS9100 Internal Auditor	3.0	\$975	Ann Arbor, MI
	13-15	ISO 9001:2008 Internal Auditor	3.0	\$975	Columbia, SC
May	9-11	TS 16949 Internal Auditor	3.0	\$975	Ann Arbor, MI
June	13-15	ISO 9001:2008 Internal Auditor	3.0	\$975	Ann Arbor, MI
	22-24	AS9100 Internal Auditor	3.0	\$975	Columbia, SC
July	20-22	ISO 9001:2008 Internal Auditor	3.0	\$975	Columbia, SC
August	17-19	Integrated Management System Internal Auditor	3.0	\$975	Columbia, SC
September	7-9	ISO 9001:2008 Internal Auditor	3.0	\$975	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 Whiteside at 800-281-4384 or check out training updates on our website!

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