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Featured Client: CARR Machine & Tool, Inc.

CARR Machine & Tool, Inc. is a unique job shop that produces high precision CNC machined parts in short run to production quantities (from 1-1,000). Located adjacent to Chicago's O'Hare International Airport, they have a special niche in vertical CNC machining of precision products with rigid tolerances of $\pm .0005$ and utilize state-of-the-art tooling, advanced machining technologies, an in-depth knowledge of their industry practices, long-term vendor partnerships, integrity, loyalty and true professionalism.

CARR Machine & Tool, Inc.'s standard protocol meets the requirements of the American National Standards Institute (ANSI), ISO Metric Tolerances, MIL specs and standards including geometric tolerances such as flatness, squareness, parallelism, concentricity, micro finish, and cylindricity. They are currently certified to ISO 9001, ISO 14001, and OHSAS 18001 with AQA and follow a sustainability policy which recognizes the need to promote economic success, societal responsibility and good environmental practices in order to succeed in business and protect the needs of future generations.



For more information about CARR Machine & Tool, Inc. and the services they provide, please check out their recently launched interactive website at www.carrmachine.com.

Resources from AIAG

Article Written by: Bill McCalla, AQA Auditor

The Automotive Industry Action Group (AIAG) has a publications section on their website at www.aiag.org. Click the products tab and then the publications tab and you may find a systems or audit related publication that may benefit you, even if you are not involved in the automotive supply chain. Besides the core tool manuals, which are considered excellent references for Advanced Quality Planning, Product Approval Process, FMEA, Measurement Systems Analysis (Gauge R&R) and SPC, there are a series of CQI documents that may help with some facet of your business.

CQI-5 Business Operating Systems: The measurements that come out of a BOS-based executive review can serve as the core evidence of management review and continual improvement.

CQI-8 Layered Process Audit: Although this guideline was developed for certain suppliers in the automotive industry that are required to do Layered Process Audits, this type of audit would satisfy the manufacturing process audit aspect of ISO/TS 16949 for any automotive supplier. It involves management at all levels and enhances face-to-face communication between management and workers.

CQI-9 Special Process: Heat Treat System Assessment, CQI-11 Special Process: Plating System Assessment, CQI-12 Special Process: Coating System Assessment, CQI-15 Special Process: Welding System Assessment and CQI-17 Special Process: Soldering System Assessment. These guidelines include worksheets which will help assess the management of these special processes. These can be implemented within an organization or used to assess a supplier's special process.

CQI-10 Effective Problem Solving Guideline

CQI-16 ISO/TS 16949:2009 Guidance Manual. This AIAG Guidance manual provides assistance in the application of ISO/TS 16949:2009. This document is for reference only and is not intended as a requirement for certification. This document provides examples, applications and explanations for clauses in ISO/TS 16949:2009.

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The 8-D Process, Part 1

Article Written by: Richard Everhardt, AQA Auditor

"8-D" is the name given to the most widely used problem solving process in use in organizations that have implemented a documented management system. Yet the title "8-D" is somewhat misleading as there are actually nine steps to the process. Understanding the first "D" may actually eliminate the need for the process in some situations and add value to the ones that remain. Too many organizations rush to open an 8-D in any situation where "problems" seem to exist. This has caused the "8-D" process to leave an unpleasant taste in the mouths of many managers and has led to much wasted time, effort, and money.

The first "D" (sometimes called D-0) is fundamental to effective problem solving as it involves becoming aware of the problem and deciding if a problem really exists. While this may seem to be a "no-brainer", becoming aware of the problem is not as obvious as it may seem. While some problems arise from customer complaints (internal or external) there are other situations that come to our awareness when we examine the data from our management system and learn that current results are not matching our level of expectation.

Does that mean that every complaint from a customer is not a problem? If targets are slightly missed, is that not a problem? While these situations can be stressful and need resolution, the need for a rigorous 8-D might not be present. Also, if you consider a widely-accepted definition of a problem: "any situation in which the expected level of performance is not being achieved and in which the cause of the unacceptable performance is unknown" you may eliminate the need for a formal 8-D and move immediately to resolution. There are two key elements in this definition, "expected level of performance" and "cause". For us to be able to resolve the issue, the process or product must have performed adequately at some time. If the process or product has never performed adequately, the issue at hand is not the problem. The "problem" may be one of design, product planning, or process implementation. Examine those issues to see if flaws are readily apparent and correct both the immediate situation and the inadequate process. If a process or product has performed adequately in the past and is not look at the second key part of the definition: cause. If a cause (not blame) is not readily apparent, then a real problem exists for which an 8-D can be beneficial.

"D-0" - problem awareness is a vital step in the over-all 8-D process and one that must be considered carefully if all of the work to follow is to provide maximum benefit to the organization.

Who is Earth-911, Inc.?

This past May, AQA sent Stacey Blazik, AQA's Business Development Manager and Ansley Whiteside, AQA's Business Development Specialist to the International Electronics Recycling Expo Conference in San Francisco, CA. This conference was a wonderful way to showcase AQA as an accredited e-Stewards registrar as well as a place to meet other impactful companies and individuals in the recycling industry. It was during this conference that AQA's business development team came across a company by the name of Earth 911.

Named the Official Recycling Partner of the Consumer Electronics Association, Earth-911, Inc. is a privately owned, for-profit company that specializes in providing consumers with accessible and actionable recycling information across the country. Earth-911, gathers, distributes and analyzes localized recycling information to assist manufacturers, organizations and consumers with product end-of-use solutions. Working to increase the recycling and disposal of consumer goods since 1991, Earth-911's services enhance and support companies' responsible waste initiatives.

Through its innovative Recycling Directory, Earth 911's network of more than 11,000 Local Experts, who contribute recycling information for hundreds of products, make the Directory the largest and most accurate in the nation, boasting more than 127,000 programs and locations that support over 740,000 recycling resources combined. The Recycling Directory contains information for recycling over 240 different products and is free for consumers to search for local recycling and disposal resources. The Directory is available on Earth 911's website, Earth 911.com; its toll-free and bilingual hotline 1-800-CLEANUP; and its free iPhone application, (iRecycle).



For more information regarding Earth 911 and how their recycling resources can help your own recycling efforts, check out the website at www.Earth911.com and do your part to help Go Green!



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A quick review of CQI-16, version 1, dated September 2009. It is 83 pages of information divided in 8 chapters on process approach, explanation of the process approach/audit, setting up a QMS. Chapters 5 through 8 cover the respective portions of the standard clauses 5 through 8. There is a good explanation of the three types of audits required for ISO/TS 16949 and many examples of process mapping. However, some material in this guidance manual is geared toward a company in the early stages of getting ISO/TS 16949 registration. Some of the material can be traced back to the AIAG Actionline Special Edition Magazine on Exploring ISO/TS 16949 that was originally published in 2002 and in CQI-7, version 1, published in June 2003, which contained QS-9000 and TS/16949 comparisons. What may be confusing is the suggested Customer Oriented Processes to use are the same ten processes mentioned in the 2002 magazine and in the now obsolete CQI-7. Since they apply to the example of a car dealership, this can cause some confusion. However, this publication can still help if your current automotive approach to TS 16949 needs improvement or if your internal audit systems need to be revised. Additionally, there is good background information on the automotive process approach and the 'turtle' model if you need to better understand the automotive approach to process auditing.

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>
January	19-21	OHSAS 18001 Lead Auditor	3.0	\$1,279	Columbia, SC
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!