



AQA International Newsletter

Volume IV, Issue VIII

September 2008

Inside this issue:

Featured Client:	1
Haywood Vocational Opportunities	
Did You Know:	1
ISO 17021	
Internationally Speaking	1
Technical Tip:	2
2nd Party Audits	
Training Schedule	2
Who To Contact	2

AQA International News Flash



AQA is currently in the process of updating our website.

We have had great feedback from our internal and external customer base and will be using these suggestions as opportunities for improvement.

Some expected changes will include: a secure payment site, new standard updates, industry updates, training information and overall improvements on navigation.

Updates will be provided as they become available.

Featured Client



Haywood Vocational Opportunities is a private, not-for-profit corporation providing vocational training and employment to adults with disadvantages and disabilities since 1972.

Haywood Vocational Opportunities, Inc. believes that individuals have the right to be respected, to have equal opportunities, to work and to earn a fair wage. The Board of Directors and staff support the concept that through meaningful, satisfying work, people are able to live more independently, successfully and productively. Haywood Vocational Opportunities, Inc. offers qualifying individuals in Haywood County opportunities to train and make informed choices as they strive to achieve their vocational goals.

HVO uses a variety of working enterprises to develop skills that can be transferred to other employment opportunities in the community.

Over 400 trainees, employees and administrative staff train and work at our 140,000 square foot manufacturing complex

- Full time employment with benefits to disabled individuals
- One of Haywood County's leading industries and a key employer Manufacturing operations providing high-quality products for customers locally, nationally and internationally

HVO has manufactured custom medical products for over 30 years. Currently HVO is the largest manufacturer of such products in the United States. The various business operations serve as a means to fulfill the employment and employment

training mission of HVO within the over 140,000 square feet of space on the eleven acre campus in Waynesville, NC.

Other business operations include:

- Signs & Engraving
- Custom packaging
- Hand assembly
- Repackaging

HVO has been ISO registered since 1997 and achieved ISO13485 registration last year. HVO is located in the beautiful Blue Ridge Mountains of Western North Carolina in Waynesville. For more information, visit www.hvoinc.com or call 1-828-456-4455.



Internationally Speaking....

On September 1, 2008 AQA International expanded our global presence with an office in Ontario Canada. This office will be managed by Mr. Brad Kitchen who has nearly 14 years of varied experience in the third party certification industry. Most recently he was the Corporate Vice President of Sales & Marketing with an International certification body. The AQA Canadian contact information has been added to our website (www.aqainternational.com) and their current website (www.aqacanada.com) is also in the process of being updated to better service our client's needs. We are excited about the expansion in Canada and feel this will help leverage our North American opportunities.



Did You Know?

ISO technical committee ISO/TC 176, *Quality management and quality assurance*, which is responsible for the ISO 9000 family of standards, is preparing a number of support documents explaining what the differences are between ISO 9001:2008 and the year 2000 version, why and what they mean for users. Once approved, these documents will be posted on the ISO Web site – probably in October 2008.

ISO has issued a statement indicating that organizations will be able to upgrade during a scheduled surveillance or re-certification audit and will have twenty-four months after the standard has been issued (4th Qtr 2008) to meet the requirements.



501 Commerce Drive NE
Columbia, SC 29223

Phone: 800-281-4384
Fax: 803-779-8109

Website:
www.aqainternational.com

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
Accounting
Ext. 232

Jackie Lockett
Senior Program Coordinator
Ext. 223

Danielle Pope
Program Coordinator
Ext. 229

Bart Walrath
VP of Technical Services
Ext. 224

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



Technical Tip.... 2nd Party Audits

With so much interest and so many conversations surrounding 2nd Party Audits, we wanted to help clarify general questions along with informing you about the potential services AQA could provide your organization.

What are second party audits used for? Second-party audits determine the suitability and effectiveness of a system from the customer's perspective. Where Third-party assessments determine conformance, a second-party audit may provide valuable information regarding the structure of the systems in place that inevitably create improvements.

Why a second party audit? Organizations typically undertake second party efforts to help gain confidence that their supply chain is meeting and consistently applying guidelines and standards. Second

party audits ensure that your brand and values are not being compromised thus reducing the risk across your supply chain.

Why subcontract second party audits? If you have a more than one supplier, the scheduling and logistics of a second party audit can be quite overwhelming to most organizations. Typically an organization may only have a few resources that are able and equipped to conduct second party efforts, and this can spread resources even thinner. Subcontracting these efforts can create a significant cost savings in training and logistics because they are handled at the subcontracted firm.

What's Next? As organizations continue to stay ahead their competition, they understand that the reputation of their company is directly related to growth. If available resources are compromising quality, it may be advantageous to your organization to look into subcontracting your second party efforts.

For more information on second party audits, please feel free to contact [Stacey Blazik](#).

Training

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

On-site training is also available for all listed public courses. If this interests you, please contact [Lisa Shaw](#) for a quotation.



Month	Date	Class	Days	Cost per Person
September	15	Effective Management Review Meetings	1	\$200
	30	Informational Internal Process Auditing	1	\$200
October	8-9	ISO Internal Auditor	2	\$595
	21	Lean Practices Informational Forum	1	\$200
	27-28	AS 9100 Internal Auditor	2	\$695
November	5-6	EMS Internal Auditor	2	\$695
	13	Problem Solving Skills	1	\$200
	17-19	TS Internal Auditor	3	\$795
December	4	New Standards Overview (ISO 9001:2008, ISO 22000, ISO 27001, ISO 13485)	1	\$200
	8	Finding ROI in Your Management System	1	\$200
	TBD	ISO 13485 Internal Auditing	2	\$695