

ISO 9001:2000 Overview

Presented By:

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Management Support Network

Our Goal:

- 1) To provide managers with practical solutions to manage quality, reduce costs and grow sales
- 2) To earn your business and to become a long-term business partner to support your future needs

Our Team:

From our head office in Cambridge, Ontario we manage over 20 Specialists across Canada and the US, specializing in ISO 9000, ISO 14000, TS 16949, Continual Improvement (six sigma, lean manufacturing, kaizen), Health & Safety and SR&ED claims.

Our Experience

We have worked with hundreds of small, medium & large organizations, including City of London, General Motors, Goodyear, Hewlett-Packard, Leggett & Platt, Novacor, Ontario Power Generation, Owens Corning, Parmalat, Pattison, Rheem, Rothmans, Benson & Hedges, Sandvik, St. Lawrence Cement & Sun Life.



What is ISO 9001:2000 Family of Standards

The ISO 9001 standards were developed by a non-profit, international organization to encourage the growth of world-wide trade. Based on input from almost every country in the world, the ISO 9001 standards represent a collection of management tools to help organizations consistently satisfy customers and to continually improve performance.

Say What You Do ...

Do What You Say ...

Do It ...

Prove It ...

Improve It.

**Quality
Policy
and**

**Objectives
Documented Process
procedures/instructions**

**Supporting Documentation
(Forms/ Records)**

Benefits of ISO 9001

1) Tools to Prevent Problems

The ISO 9001 Standard contains many tools to help managers prevent problems from occurring. In most cases, companies that spend \$1 on problem prevention save between \$10- \$100 in failure costs such as scrap, re-work, overtime, unhappy customers, etc. In fact, some organizations justify the expense of ISO 9001 implementation by the savings generated from prevented problems.

2) Improved Consistency and Control of Operations

Managers gain more control over the operations and are able to increase the day-to-day consistency of the organization. From the customer's point of view, greater consistency usually means higher customer satisfaction. ISO 9001 can also help reduce the impact of employee turnover on organizations.

3) Continuous Improvement

ISO 9001 provides a tool to identify and act on cost takeout and customer service improvement opportunities. ISO 9001 forces the Management Team to be more responsible for continuous improvement

4) Marketing Potential

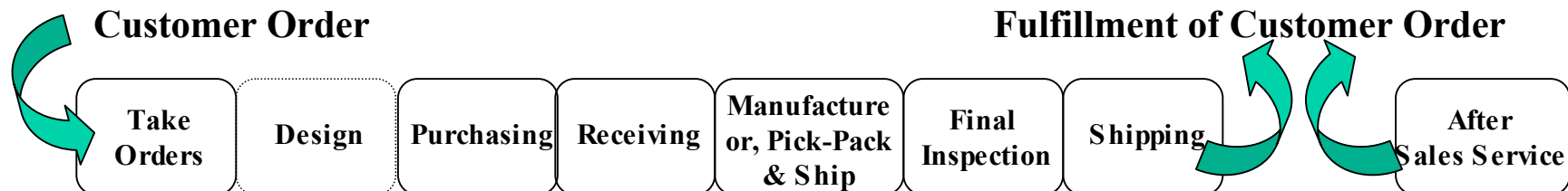
Some customer perceive organizations with ISO 9001 registration as being more disciplined, more trustworthy and providing higher levels of product and service quality.



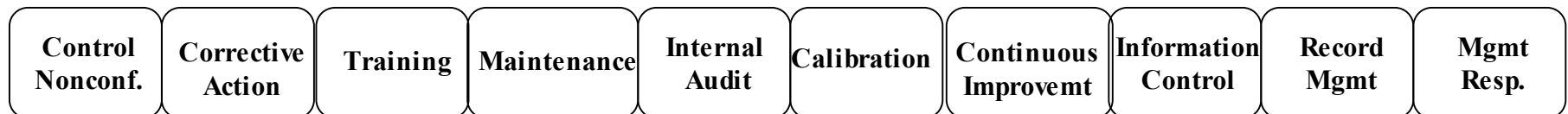
ISO 9001:2000 Simplified

Management Support Network uses a practical interpretation of the ISO 9001 Standard. We separate an organization into processes that impact the order fulfillment process and processes that support the order fulfillment process.

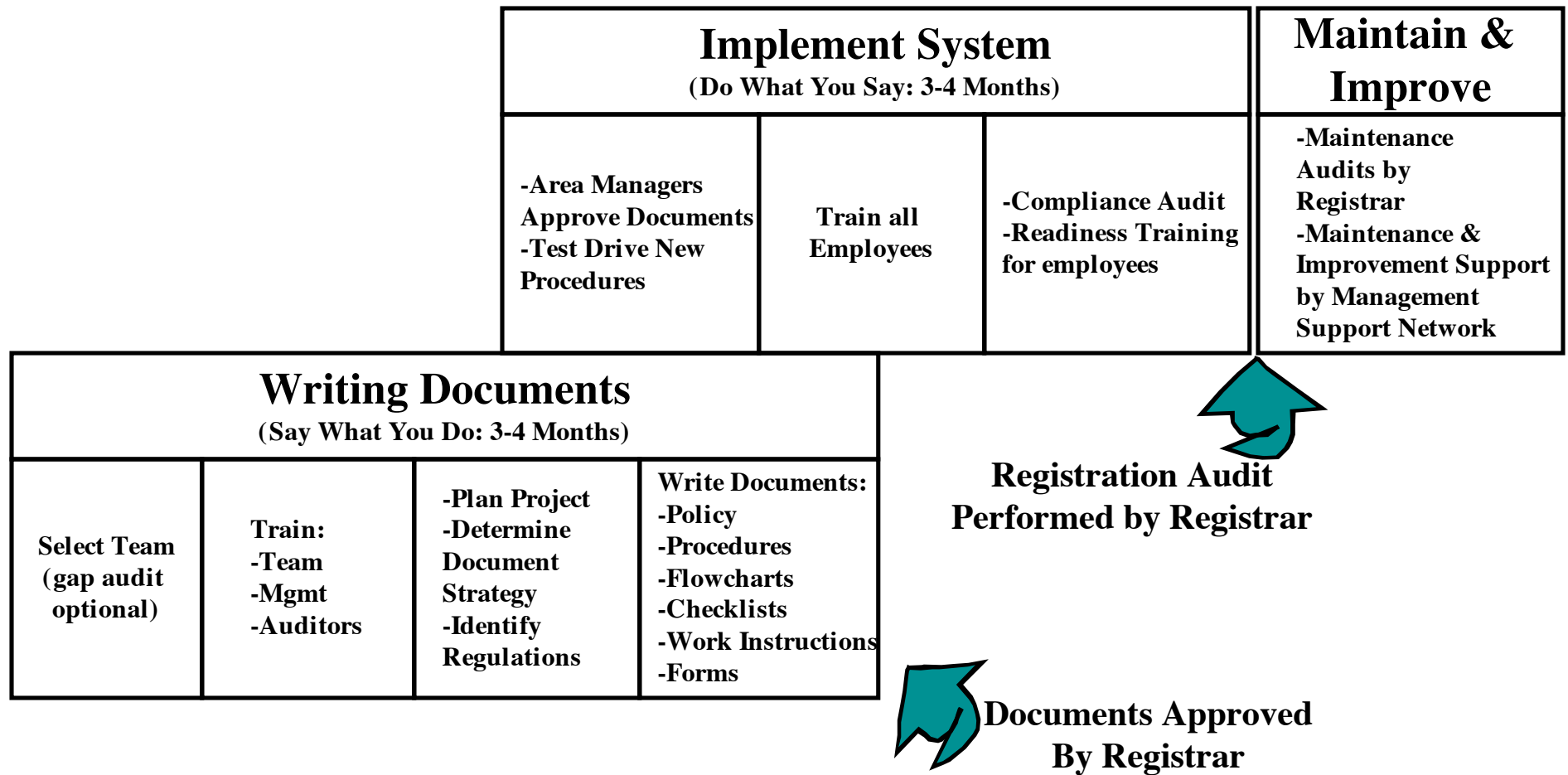
Order Fulfillment Procedures



Support Procedures



Critical Path to Registration



Why Management Support Network?

We have helped hundreds of organizations implement and maintain effective quality management systems and is a premier provider of ISO 9001 Consulting and Training Services because:

- Our consulting approach:** We do not tell you how to manage your organization. We show you the options and let you select the best option for your management style and for your organization.
- Guaranteed registration:** We have a successful consulting history of helping organizations write, implement and maintain practical quality management systems that support the goals of their organization. No extra expenses or surprises once the project starts.
- Proven methodology:** We provide project management assistance to ensure the project is delivered on-time and on-budget.
- Continual improvement expertise:** We use our six sigma, lean manufacturing and kaizen process improvement experience in our consulting methodology to show organizations how an ISO 9001:2000 Quality Management System can improve their organization in the future.
- Account managers:** Every client is assigned an Account Manager to ensure the client is fully satisfied.
- Monthly payment option:** We provide equal monthly payments over the life of the project.

