

2001 Quality Sourcebook

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Corporate Profiles

The advertising section that follows provides corporate profiles of some of the leading providers of quality products and services. To obtain additional information about any of these companies or their products and services, you can circle the appropriate reader service number on the card located between pages 140 and 141 of this issue, use our LeadNet service at www.qualitydigest.com or contact the featured companies directly.



Air Gage Co.

A United Dominion Company

Corporate Overview

Air Gage Co. was established in 1965 and has since gained a reputation as one of the leading sources for gaging in many different fields. Although certainly not restricted to the automotive industry, a large amount of our business is with vehicle manufacturers and component suppliers.

As a global market leader, Air Gage Co. has been selected as the Tier 1 gage supplier for DaimlerChrysler Corp. and AlliedSignal's Brake Division America and as a Q1 supplier to Ford Motor Co. In addition, we are also a Tier 1 supplier to various GM component and vehicle assembly plants. Air Gage Co. is presently the Gage Commodity Manager with an internal office located at the General Motors Shanghai plant in China.

Following are just a few of the quality accomplishments that we have achieved: ISO 9001:1994; the TE Supplement to QS-9000:98 Ford Motor Co. Q1 designation; and, most recently, our metrology laboratory was accredited to A2LA ISO/IEC Guide 25 (Certificate Number: 1490.01).



Our company offers a complete gaging service: design, build, inspection calibration, training and a 24-hour service department. Gages range from the simple plug gage to the most sophisticated, computer-controlled SPC gaging systems. Following is an abbreviated list of our full-service product line: air gages, complete in-line automatic inspection stations, electronic and computerized gaging systems, custom gaging software, and SPC software that is fast becoming recognized throughout the marketplace for meeting and exceeding all industry requirements and is presently being sold as a stand-alone product.

Establishing a global presence has been a top priority of ours for several years. In 1992, Wuxi Air-Xi Gage Co. Ltd. was established in the People's Republic of China. We have also established two strategic alliance partners: Fenn Engineering Ltd. in England and Aseso-

ria y Diseño Mecánico S.A. de C.V. in Mexico. These relationships were established as a means of providing local sales, service, design and manufacturing operations to better serve our international customers.

Our mission is to provide our customers with the most advanced product line. Whatever the requirement, we will be there from beginning to end.

Air Gage Co.

12170 Globe Road
Livonia, MI 48150
Telephone: (734) 591-9220
Fax: (734) 853-5979
www.airgage.com

 **Air Gage Company**
A United Dominion Company
12170 Globe Road, Livonia, MI 48150

AssurX.com

Full-Featured, Browser-Based Corrective Action Software

Corporate Overview

AssurX.com offers CATSWeb, a browser-based, FDA-compliant corrective action tracking system that helps manufacturers track and manage nonconformances, corrective actions, customer complaints, supplier returns, and more. An intuitive user interface lets you fully customize forms and field definitions to match your quality process and allows you to manage and solve many types of problems/corrective actions, including:

- Manufacturing defects
- RMAs
- Customer complaints
- Supplier returns
- R&D problem reports
- Audit discrepancies

CATSWeb is accessible from any computer, running any operating system, anywhere in the world. Companies with mixed operating system environments, including Windows, UNIX, Macintosh and Linux, can leverage the power of CATSWeb to collaborate and solve problems faster. Ubiquitous access and a robust permissions model enable key suppliers and customers to be integrated into your quality system, strengthening strategic bonds, and improving

cooperation and responsiveness.

File attachments, notes, links and signatures can be associated with any nonconformance or corrective action record in CATSWeb, enabling all related documentation and information to be securely stored with the relevant item. CATSWeb records can be linked to any document or item anywhere on the Internet/intranet, making integration with other applications a breeze. Powerful ad-hoc queries and reports ease the identification of root causes and quality trends and make it easy to quantify the results of quality improvement programs. Query and report results can be directly imported into spreadsheets, word processors and other programs for further analysis. Integrated universal e-mail support provides configurable, automatic task-assignment notifications and the ability to forward CATSWeb records to individuals anywhere in the world, even if they aren't CATSWeb users.

Sophisticated customization and extensibility features have been designed into the core of CATSWeb. Administrators can define their own validation rules, selection lists, default values and more. Data from external data sources can be linked into CATSWeb via custom stored procedures and ActiveX DLLs.

CATSWeb is easy to install, maintain and administer. No setup is



required on any client machines; users simply browse to the CATSWeb URL. Future upgrades installed on the server(s) are automatically available to users the next time they access the system. By eliminating the client setup and configuration steps required by traditional software packages, total cost of ownership is dramatically reduced.

AssurX.com

305 Vineyard Town Center
Morgan Hill, CA 95037
Telephone: (408) 778-1376
Fax: (408) 776-1267
www.assurx.com



Brown & Sharpe

A Legacy of Precision

Corporate Overview

Since its founding in 1833, Brown & Sharpe has been recognized as a leading manufacturer of precision tools and instruments. From the earliest clocks and watches manufactured by Joseph R. Brown, to machine tools and precision measuring instruments, the company's products have been considered the "world's standard of accuracy."

Today, Brown & Sharpe focuses all of its resources on the metrology business. Dimensional information gathered by measuring systems such as those supplied by Brown & Sharpe can be stored, retrieved and analyzed to create a statistical basis for continual process improvement. Brown & Sharpe's product line ranges from hand-held precision measuring tools, such as calipers and micrometers, to custom metrology equipment, optical measuring instruments, coordinate measuring machines, measurement and inspection software, and integrated measuring systems for a variety of quality assurance and process control applications.

GLOBAL Opens a New Era in Accuracy

As part of the company's continuing advanced product development program, Brown & Sharpe recently introduced the GLOBAL line of coordinate measuring machines. GLOBAL CMMs combine single-point probing and high-speed scanning capability. These versatile, high-performance CMMs can be equipped with a variety of sensors and software to perform a wide range of measurement and inspection tasks including first-piece inspection, layout inspection, reverse engineering, tool set-up, process control and archiving. Combined with the DIRECT-



CAD interface capabilities of the most recent version of PC-DMIS measurement and inspection software, GLOBAL CMMs offer significant improvement in speed and accuracy.

There's More to Metrology Than Measurement

In addition to its advanced product offering, Brown & Sharpe provides customers with a full range of aftermarket services including training, software upgrades, hardware rebuilds and retrofits, parts, service and contract inspection. Like the company's measuring equipment, these services are backed by the experience and knowledge of the world's largest staff of

metrologists and engineers.

Brown & Sharpe's strategic goal today is to provide manufacturers throughout the world with the dimensional metrology equipment and services they need to achieve product quality through process control.

Brown & Sharpe

Precision Park
200 Frenchtown Road
N. Kingstown, RI 02852
Telephone: (401) 886-2000
Fax: (401) 886-2727
www.e-metrology.com



brown & sharpe.

BSI Inc.

The World's Leading Quality and Environmental Management Systems Registrar

Corporate Overview

BSI is the world's leading quality and environmental management systems registrar. Founded in 1901, BSI has issued more than 35,500 registrations in more than 87 countries. More than 118 "Global 500" companies have chosen BSI as their preferred ISO 9000, QS-9000, ISO 14000 or TickIT software registrar. BSI's registration experience covers virtually every industrial and commercial sector (i.e. automotive, aerospace, chemical and allied processes, IT/software, and service). BSI's other services include standards facilitation, training, product certification, product testing, CE marking and inspection.

To serve its customers in North America, BSI Inc. was established in 1991 and has headquarters in Reston, Virginia, with nine offices throughout the United States, two in Mexico and four in Canada. BSI is truly a pioneering organization. It was the world's first national standards body and a founding member of the International Organization for Standardization (ISO). BSI facilitated the development and production of the first commercial standards to address quality management systems, environmental management systems, occupational health and safety management systems, and project management.

BSI Inc. stands apart from other registrars by providing the highest-skilled assessors available. BSI Inc. assessors are all full-time employees who come from industry and have strong backgrounds in quality management. Whenever possible, BSI Inc. makes sure that a client manager's background matches that of the customers.

Scope of Accreditation

BSI Inc. offers registration services for



ISO 9000, QS-9000, TE Supplement to QS-9000, TL 9000, ISO 14000, AS9000, TickIT and BS 7799. In addition, BSI Inc. provides assessments for ISO/TS 16949, VDA 6.1, ISO/EC Guide 25/150 17025, OHSAS 18001 (BS 8800) and CE marking.

BSI Inc. is accredited by RAB and RvA for QMS, and by UKAS for EMA, TickIT and BS 7799. BSI is also accredited by INMETRO in Brazil, KAB in Korea and SAC in Singapore for QMS. BSI Inc.'s UKAS (formerly NACCB) accred-

itation is one of the widest issued to any registrar in the world, covering more than 180 SIC codes and includes ISO 9000, QS-9000, ISO 14000 and TickIT.

BSI Inc.

12110 Sunset Hills Road
Suite 140

Reston, VA 20190

Toll Free: (800) 862-4977

Telephone: (703) 437-9000

Fax: (703) 437-9001

E-mail: bsi_inc@compuserve.com

www.bsi-inc.org



Carl Zeiss IMT Corporation

A Variety of Industrial Measuring Systems
for the Automotive Industry and Beyond

Corporate Overview

Carl Zeiss IMT Corp. designs and manufactures industrial metrology equipment (bridge-type and horizontal-arm coordinate measuring machines; gage calibration systems; gear inspection centers; and surface, form and geometry instruments) of unequalled quality for worldwide distribution.

Zeiss maintains training, service, parts and technical support centers throughout the world. QS-9000 certification of our U.S. manufacturing facility demonstrates the commitment to providing customers with metrology equipment of the finest quality.

We employ more than 200 people in North America and have our main sales office in Detroit, Michigan, to serve our largest customer segment—the automotive industry. Nationwide, more than 6,000 Zeiss coordinate measuring machines are currently in service.

Carl Zeiss IMT Corp.

7008 Northland Drive
Minneapolis, MN 55428
Telephone: (800) 752-6181
Fax: (763) 533-0219
www.zeiss.com/Imt



DataMyte

No-Nonsense Tools to Help You Manage Productivity

Corporate Overview

Having the right tool is important for your job. While some companies will only sell you limited software and hardware solutions, DataMyte offers a full toolbox to choose from. Whether it's Web-based reporting, factory-hardened data collection, precision measurement, roving audits or any combination of these, we give you the tools you need to do the job.

DataMyte is the leading supplier of factory data collection and analysis software and systems. There are more than 35,000 DataMyte data collection systems installed in manufacturing facilities around the world. Large plants, mid-sized plants, small plants—operations just like yours.

Your DataMyte representatives will be happy to provide you with a no-obligation analysis of how our tools can fit your needs. To find out more about our complete set of quality data collection tools, visit our Web site or call us today.

DataMyte

14960 Minnetonka Industrial Road
Minnetonka, MN 55345
Telephone: (800) 455-4359
Fax: (952) 935-0018
www.datamyte.com



DataMyte
A Rockwell Automation Business

DataNet Quality Systems

Enterprisewide, Real-Time SPC Software

Corporate Overview

As a developer of the award-winning WinSPC software family, DataNet Quality Systems continues to solve real-world manufacturing problems. This year DataNet, the leader for in-line analysis and quality management solutions, sets the industry pace with the introduction of QualTrend, a Web-enabled quality and production data management software application.

QualTrend lets you retrieve, or “data mine,” your quality and production data from almost any legacy database or source file. QualTrend can combine, correlate and analyze data from multiple sources and make the resultant reports and graphics instantly available via standard Web browsers to anyone in the world. Summary reports are available through Qual Trend’s unique “dashboard style” interface.

QualTrend analysis reports and graphs are completely user-customizable, including the application of statistical rules to any data set. These user-configurable reports can be generated on-demand or

into a pre-defined schedule. Summary report information and graphics are easily integrated into other application report generators, such as ERP, MRP, MES and more.

QualTrend complements the original WinSPC C/S software. WinSPC C/S features open architecture, real-time connection to Oracle, Microsoft SQL and other SQL databases, closed-loop feedback to the process, custom statistical report generation, complete audit tracking, multiple language support and more than 500 methods/properties of OLE Automation/COM/DCOM/ActiveX controls. WinSPC C/S Enterprise remains the benchmark for enterprisewide quality data collection and management.

DataNet personnel regularly contribute to industry media, such as *Quality Digest*, *Quality*, *Industrial Computing*, *Manufacturing Engineering*, *Food Engineering*, and *Test & Measurement* and participate at the advisory committee level to the CASA (Computer and Systems Automation) group of the Society of Manufacturing Engineers.

WinSPC won the first ISA President’s Award for “Most Innovative Technology Product”; additional accolades include DataNet being selected to the “ISV 75” by Microsoft and CMP Media, named by *Start* magazine as one of the “Hottest Companies of



1999” and again as one of the “Companies to Watch in 2000.”

DataNet Quality Systems

24567 Northwestern Highway
Fourth Floor
Southfield, MI 48075
Telephone: (248) 357-2200
Fax: (248) 357-4933
www.winspc.com



DNV Management Systems North America

Helping You Achieve Your Business Objectives

Corporate Overview

DNV Management Systems North America is part of Det Norske Veritas, a major international foundation that was established in 1864 with the objective of "safeguarding life, property and the environment." DNV has a total of 5,500 employees, and comprises a network of 300 exclusive offices in 100 countries.

DNV recognizes that all management system certificates are not equal, and the fact is that DNV's certificates are among the most respected available. DNV is well-equipped to satisfy the needs of the most demanding customers.

■ With more than 33,000 management system certificates issued throughout the world and in excess of 3,000 in North America, DNV is one of the world's top certification bodies for management system certification services.

■ DNV is one of the few global certification bodies actively involved in the development of new international standards, such as OHSAS 18001 and the Social Accountability standard SA8000.

■ In order to serve the local needs of the markets in which we operate, DNV is accredited by 20 of the world's most respected accreditation bodies.

■ Appointed as a Notified Body for 12 European Directives, we provide advisory and compliance services to assist companies in being able to apply the CE Mark to their products.

■ Management System Certification services are provided for:

- ISO 9000
- QS-9000
- TE 9000 Tooling and Equipment Supplement
- TL 9000
- AS9000

- OHSAS 18001
- SA8000
- CE Mark services
- ISO 14001

In addition to management systems certification services, separate DNV business units offer public and private training and consulting for management system standards, occupational health and safety, safety management and risk analysis, and auditor and lead auditor training.

DNV has one of the most stringent auditor training programs in the business, ensuring that management systems certification services are delivered in a consistent and professional manner—every time, everywhere.

Our worldwide offices ensure that our services accommodate all local language, cultural and business needs.

Meeting Industries' Needs

Nearly all companies are challenged with the task of improving their systems, processes and organizations to remain competitive in a rapidly changing business environment. Meeting these challenges and successfully achieving aggressive corporate business objectives often requires partnering with experienced and skilled professionals.

At DNV, we understand these challenges. For more than 140 years DNV has assisted companies throughout the world in achieving the highest quality standards possible. Our staffs are skilled professionals and represent the finest in their fields. They are qualified and prepared to assist you in achieving your business objectives.



DNV Management Systems North America

16340 Park Ten Place
Suite 100
Houston, TX 77084
Telephone: (877) 368-3530
Fax: (281) 721-6903
www.dnvda.com

Excel Partnership Inc.

Improving Business Processes to Meet the Growing Demands of a Competitive Marketplace

Corporate Overview

It often takes more than simply training your employees to reach your business goals. The Excel Partnership consulting team consists of highly experienced professionals working within our organization. We don't act simply as an agency for subcontracted resources; as such, we are able to provide stable, consistent, long-term support with in-depth services. Our team will provide you with the expertise and coaching needed to thoroughly understand the correct intent, interpretation and application of the international standards in your management system. Our experienced consultants have a broad range of skill sets and real-world experience with many industries. These skills allow them to work with your management teams to enhance product quality, process efficiency, profitability and customer satisfaction.

Our consulting team has repeatedly played a key role in the success of widely respected companies. Regardless of

company size, they adapt to the needs, demands and culture of the business in order to effectively coach all levels of your organization.

Excel Partnership services include:

- Business performance assessments
- Process management
- Strategic planning
- Objective setting
- Organizational change
- Supplier assessments
- System implementation support
- Problem solving
- ISO compliance assessments
- Process mapping
- Business performance dashboards
- Metrics implementation
- Customer satisfaction measurement
- Project management
- Customer assessments

Want to customize training for your company's specific needs?

To accomplish this, Excel Partnership's Customized Learning Solutions Team can

customize existing courses or create entirely new training courses based on your own business needs.

Looking for e-training solutions?

Our in-house Multi-Media Design Group can also develop a broad range of multimedia learning solutions, including CD-ROMs, video-based training and a variety of computer-based training approaches.

Contact one of our experienced, knowledgeable consulting coordinators to discuss how Excel Partnership can help you achieve your goals.

Excel Partnership Inc.

75 Glen Road
Sandy Hook, CT 06482
Telephone: (800) 374-3818
Fax: (203) 426-7811
www.xlp.com



Fred V. Fowler Co. Inc.

A Customer-Driven, Customer-Focused Supplier of Precision Measuring Equipment

Corporate Overview

Industry Served

The Fred V. Fowler Co. is globally recognized as one of today's leading suppliers of quality control and inspection equipment. Founded in 1946, we have dedicated our 54-year history to supplying the most innovative measuring products possible.

Innovation in Measuring

As industry moves more in the direction of computer-aided manufacturing, Fowler continues to introduce important new tools designed to lead the way in inspection and measuring. Familiar items—including calipers, micrometers, indicators, height gages and bore gages—have been redesigned and now feature state-of-the-art electronics to ensure compatibility with the latest in computer-integrated manufacturing and statistical process control (SPC).

Customer-Focused

In order to reliably meet customer expectations, Fowler's technical sales team is in the field. We are customer-focused and customer-driven. "Downsized" American manufacturing is time-poor and demand-rich. Manufacturers increasingly rely on their key supply chain partners to make critical product decisions.

At Fowler, we are absolutely committed to providing our distributors total supplier support. What Fowler brings to a supply chain distributor partnership is the ability to satisfy customer requirements in terms of quality, cost competitiveness and service.

Sales Support

We challenge your industrial supply



Fowler's main office—Boston, MA

organization. Make a decision to offer your customers Fowler precision tools. Have your sales force identify your biggest and most "time poor" customers. Using a team approach, we will demonstrate to your customers that working harder with fewer people does not have to mean that quality is compromised... on the contrary, quality is the key to sustained growth in a downsized manufacturing environment.

Sales support should never start and stop with an introductory sales meeting. Fowler sales support means a partnership approach to value-added sales. In addition to direct field support, Fowler has a full range of promotions and cooperative programs.

Product Support

Your customers want it now: Service support and stock availability are the name of the game. Fowler ships 95 percent of our orders every day. We have an extensive inventory and a fast and professional service department backed by the industry's best warranty program.

Quality

Quality is our passion. Quality in management, quality in sales, service and support, and most of all, quality in products

sold. Let's face it: Ultimately, customers choose suppliers based on what they can bring to the table.

When you sell Fowler products, you deliver value, solid experience, innovation, a get-it-done spirit and the best precision instruments in the world.

Fred V. Fowler Co. Inc.

66 Rowe St.
Newton, MA 02466
Telephone: (800) 788-2353
Fax: (617) 332-4137
www.fvfowler.com



Fred V. Fowler Jr., President



Harpcos Systems Inc.

Automatic FMEA and Associated Document Generation Software

Corporate Overview

Founded in 1987, Harpcos Systems Inc. is a leading provider of quality management software, consulting and training to aid in the advanced quality planning process. As former managers in the automotive industry, the founders recognized the importance of developing tools and methods that would minimize the amount of time, money and personnel required for their implementation.

Harpcos Systems' software product, Quality Plus, is a full-featured package that provides the user with all the tools necessary to implement a strong design and manufacturing system. The documents Quality Plus generates are fully compliant with major U.S. and international quality standards.

Quality Plus is different from other available software packages that produce similar types of documents in that it is "intelligent" and actually writes the doc-

uments for you. Competitive software packages are basically form fillers, which use Windows-standard copy, cut and paste technology supported by a database of lookup tables to create documents. The copy, cut and paste technology works fine if the products and processes are not very complex or there are not very many of them. As soon as the complexity or numbers of products and processes increases, the time and resources required to maintain a copy, cut and paste-based system become prohibitive.

Quality Plus overcomes the time and resources requirements issue by using its intelligence to write customized documents for each product once it is taught the company's design and manufacturing methodologies. Documents for complex products and processes can be developed in a matter of minutes.

Harpcos Systems also provides training and consulting on a wide variety of top-



ics including FMEAs, QS-9000, SPC, auditing and gage assessment and calibration. For more information, please contact us.

Harpcos Systems Inc.

28056 Oakland Oaks Court

Wixom, MI 48393

Telephone: (248) 374-1718

Fax: (248) 374-0022

E-mail: harpcosales@harpcosystems.com



Lyle-Kearsley Systems

Quality Information Management Systems

Corporate Overview

Since its founding in 1989, Lyle-Kearsley Systems (LKS) has provided quality control software and services for such manufacturers as Caterpillar, Osram Sylvania, Ball Corp., Ethicon Endo-Surgery, Baxter Healthcare, Quaker Oats, Honeywell and Louisiana Pacific, to name only a few.

LKS's business is creating the quality information management systems that bring logic and order to the manufacturing process. LKS's state-of-the-art SPC products are used for short or long batches in the food, pharmacological, high-tech industries and more. The LKS mandate is to prevent chaos and make money for clients by decreasing labor costs, producing zero-defect products and building clients' reputations for high standards.

Today, with a global network of regional offices, strategic partners and distributors, LKS has fulfilled its mission of providing world-class products and services to all companies striving to improve their own internal quality standards. Through proprietary cross-platform programs and a support staff of recognized authorities, each LKS client is assured a level of support that is virtually unmatched.

If LKS is expected to help you develop a level of quality your customers demand, why shouldn't you expect the same from us? Be assured that LKS has the vision, commitment and know-how to be the leader you need for your information management system.

Lyle-Kearsley Systems

7800 Donegan Drive
Manassas, VA 20109
Telephone: (703) 393-2222
Fax: (703) 393-2211
www.infinityqs.com



Mitutoyo America Corporation

Making Products That Make Your Products Better

Corporate Overview

For more than 66 years, Mitutoyo Corporation has been at the forefront of the development, manufacture and support of precision measuring instruments and tools. As the world leader in metrology, Mitutoyo is constantly researching and developing breakthrough technology that can be applied to manufacturers' dimensional measuring challenges. Whether it's 3-D, optical, laser-based or two-dimensional, Mitutoyo manufactures and sells more than 6,000 precision measuring instruments that can be integrated and networked into measuring information systems to provide manufacturers a real-time view of the reliability of their manufacturing processes and the quality of the products they make. Mitutoyo is the only metrology manufacturer in the world that can offer a total one-source measuring solution for manufacturing.

New Technology

Always on the cutting edge of new technology breakthroughs and their application to measuring solutions, Mitutoyo has again broken a new barrier with its coolant-proof digital caliper. With an industry-leading IP-65 rating, Mitutoyo's new Xtreme Caliper can be used in the



harsh shop environments imaginable. The IP-65 rating means it is totally sealed from dust, dirt and airborne contaminants and is sealed from strong jets of coolant aimed directly at the tool. It's even submersible in liquids up to six inches deep.

The Brains Behind the Brawn

Driving much of Mitutoyo's product line is a formidable array of software that offers the latest in interfaces, graphics, functionality, analysis and report generation. CMMs use the powerful GEOMeasure system, a modular system that allows users to add capability as their 3-D measuring needs change. Mitutoyo form products use Form-Pak, RoundPak and SurfPak, which perform high-level form analysis. The Quick Vision products use QVPak and QS Pak, easy but powerful vision measuring and analysis programs. Mitutoyo America's own MeasurLink software is fast becoming an industry-standard SPC package.

Full Service and Support

In addition to the full array of measuring products offered by Mitutoyo, the company backs this fine line with complete pre- and post-sale support. Application engineers will help manufacturers find the best way to apply the technology to solve their measuring problem, a fully staffed repair center provides five-day turnaround on most tool repairs, and three accredited labs offer fast and NIST-traceable calibrations on all Mitutoyo and many other manufacturers' measuring equipment.

Seven demonstration centers located in key industrial centers provide hands-on demonstrations and training by Mitutoyo's metrology experts for all of the company's products.



Mitutoyo
www.mitutoyo.com

Mitutoyo America Corporation

New Jersey

Phone: (201) 368-0525

Michigan

Phone: (734) 459-2810

Illinois

Phone: (630) 978-5385

California

Phone: (626) 961-9661

Optical Gaging Products Inc.

Precision Inspection and Noncontact Measuring Systems

Corporate Overview

Optical Gaging Products Inc. is a precision measurement company known for more than 50 years as a leading manufacturer of optical inspection and noncontact measuring systems. The strength of the company comes from our thorough knowledge of all aspects of dimensional metrology, embodied in our staff of highly skilled experts.

From our base in Rochester, New York, we design and build precision systems that incorporate the latest electronics, mechanics, optics and software. Thousands of manufacturing companies around the world rely on OGP systems to reduce their costs and improve their quality.

Our Products

Major products include a family of Contour Projectors—the proven, reliable, noncontact measurement systems used in virtually every industry. OGP offers an extensive line of video measuring systems with the latest optics, mechanics, electronics and software to measure manufactured parts with precision required by today's tighter tolerances. We continue to advance these products by incorporating complementary technologies such as touch probes and laser scanners, bringing users increased versatility as well as saving time and money. The AG Slides family meets the precision linear positioning needs of original equipment manufacturers worldwide.

OGP is widely recognized by its trade names—such famous marks as SmartScope, Contour Projector, MeasureMind, Measure-X and AG Slides. An installed base of thousands of SmartScopes, Contour Projectors and AG Slides means

Optical Gaging Products is well-known in quality departments around the world.

Vertical Integration

OGP is a vertically integrated company. By controlling the critical technologies and applying expertise in all aspects of precision engineering, we ensure that every product and component we make will perform as designed year after year. The large base of satisfied OGP customers confirms the success of this strategy.

A Global Company

We support our global customers. OGP provides its software and documentation in more than 10 languages, so international customers can use the systems with minimal training. In addition to our world headquarters in Rochester, New York, OGP has regional technology centers in Tempe, Arizona; Hofheim-Wallau, Germany; and Singapore. We support our customers around the world with a dedicated network of trained sales and service representatives.

Optical Gaging Products Inc.

850 Hudson Ave.
Rochester, NY 14621
Telephone: (800) 647-4243
or (617) 544-0400
Fax: (617) 544-8092
www.ogpnet.com



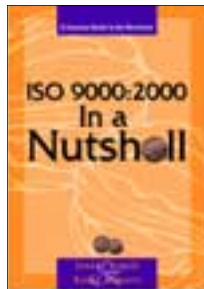
Optical Gaging Products Inc.
A Quality Vision International Company

Paton Press

Business Books for Quality Professionals

Corporate Overview

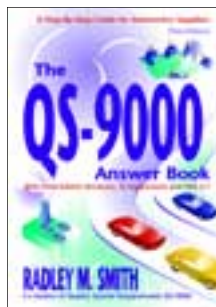
Paton Press specializes in publishing affordable books that explain complex issues in a format that's easy to understand and implement.



ISO 9000:2000 In a Nutshell, Second Edition

This hugely popular book has been completely updated

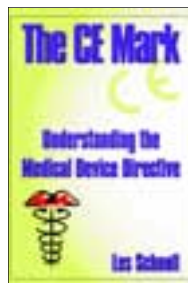
to reflect the final released version of the new ISO 9001:2000 standard. This concise guide to the year 2000 revisions to ISO 9000 provides readers with all the information they need to make a successful transition from the 1994 version. Inside you'll find information on the differences between ISO 9001:1994 and ISO 9001:2000, how to plan the transition from the 1994 version to the 2000 version, ISO 9001:2000's new process management approach, ISO 9001:2000's new requirements, answers to commonly asked questions, and much more. Authors Jeanne Ketola and Kathy Roberts are both active members of the U.S. TAG to TC 176, the body responsible for updating the standard.



The QS-9000 Answer Book, Third Edition

The QS-9000 Answer Book is the only book about QS-9000

written by a co-author of QS-9000, Radley M. Smith. The book explains in clear, concise detail what QS-9000 is, how it works and how it will affect your organization. Smith walks readers through QS-9000 and provides insight into common audit problems and how to avoid them. This revised edition features a complete update on the third edition of QS-9000, the new second edition of the TE Supplement, the German automakers' VDA 6.1 requirements, new deadlines and more.



The CE Mark: Understanding the Medical Device Directive

The Medical Device Directive is one of

the European Union's most frustrating and difficult-to-decipher mandates, but if your organization manufactures and exports medical devices to the European Union, you need to know about the CE Mark and how the Medical Device Directive will affect you. Fortunately, author Les Schnoll has taken the mystery out of the directive for medical device manufacturers. Schnoll walks readers through the directive's numerous classes, articles, annexes and requirements. This book is a must-read if you're exporting medical devices to the European Union.

The Regulatory Compliance Almanac

At last! A comprehensive guide to the myriad regulations governing good manufacturing, clinical and laboratory practices from the FDA, EPA and European



Union. *The Regulatory Compliance Almanac* contains in-depth information on good laboratory practices, process validation, documentation requirements, complaint investigation, good manufacturing practices, sanitation compliance, medical device reporting, the CE Mark, animal welfare and more. Plus, it contains the complete texts of many acts, including the Federal Food and Drugs Act of 1906, OECD Principles of Good Laboratory Practice, the Animal Welfare Act and more.

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Chico, CA 95927-0044
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www.patonpress.com

Paton Press
P.O. Box 44
Chico, CA 95927-0044
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Fax: (530) 342-5471
E-mail: books@patonpress.com
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Pilgrim Software

The Global Leader in Enterprise Quality Management and Business Process Improvement Solutions

Corporate Overview

With thousands of users on five continents, Pilgrim Software is the world's leading provider of quality management software.

Pilgrim's Q&MIS suite was designed to meet the strict requirements of ISO 9000, QS-9000, FAA, FDA and other quality standards. Today, the suite is actively revolutionizing mission-critical quality functions in hundreds of organizations.

Q&MIS is Enterprise Quality Management

Pilgrim's Q&MIS suite addresses all aspects of quality management including compliance audits, advanced quality planning, document management, internal and external process management, supplier quality management, calibration, preventive maintenance and training processes.

Q&MIS transforms traditional quality management into Enterprise Quality Management (EQM). EQM is the strategic integration of quality management and enterprise resource planning (ERP) in large manufacturing operations.

EQM enables companies to meet and exceed business-critical quality and productivity goals through the implementation of a single enterprisewide software solution. By linking ERP systems with Pilgrim's ERP agents, companies can realize vastly improved operational productivity, quality and profitability.

Pilgrim has formed strategic alliances with some of the most powerful ERP companies in the world. Alliances with organizations such as Oracle, SAP, Baan, QAD, Cincom and ProfitKey ensure that customer needs will be met well into the future.



Q&MIS Version 4.60

Q&MIS version 4.60 is the latest innovation from Pilgrim's Research and Development group. Version 4.60 adds improved integration and customization to the already robust Q&MIS suite.

Among the new features in version 4.60 are customizable user-definable fields, import and export of Q&MIS tables, and tighter integration between Pilgrim's audit/survey and supplier focus modules.

Products and Services

The Q&MIS suite includes audit survey, automotive focus (APQP, PPAP and FMEA), calibration system, document control, internal focus, maintenance system, supplier focus, training system, ERP agents and Web components.

Pilgrim also offers comprehensive professional services to optimize the implementation and use of its groundbreaking solutions.

For more information about Pilgrim Software, please visit www.pilgrimusa.com or call (813) 915-1663.

Pilgrim Software

2807 W. Busch Blvd., Suite 200
Tampa, FL 33618
Telephone: (813) 915-1663
Fax: (813) 915-1948
www.pilgrimusa.com



QCI International

Learn While You Earn—Save Time and Money with Training Videos

Corporate Overview

QCI International is a full-service consulting, training and publishing firm offering a distinctive source for products and services that fall under the umbrella of total quality management and continuous improvement-related activities. More recently, we have expanded our competency into the exciting field of “lean” operating technologies. Since 1978, more than 10,000 organizations have turned to QCI International for assistance in improving their performance in the global marketplace.

Our unconditional guarantee of satisfaction is unique in the consulting and training world. We know of no other similar organization that offers such a guarantee:

- *QCI International Consulting Services:* If a client is not satisfied with our consulting services, there will be no charge whatsoever. No consulting fees, no training material costs, not even expenses for the consultant(s) on assignment. No charges at all will be billed.

- *QCI International Public Seminar and Workshop Attendees:* If an attendee is dis-

satisfied with any QCI International public seminar for any reason and notifies the instructor prior to leaving the seminar, the fee will be promptly refunded in full with no questions asked.

QCI International Materials: All QCI International materials carry a complete money-back guarantee and may be exchanged for a complete refund.

Free Newsletter

Timely Tips for Teams is a free monthly e-mail newsletter from QCI that contains:

- Ideas to invigorate teams
- Suggestions to increase team enthusiasm and boost effectiveness
- Warnings of potential pitfalls and how to avoid them
- News of upcoming events
- Success stories from organizations throughout the United States and around the world
- How to overcome resistance to change
- How to measure and recognize outstanding performance

To become a subscriber, call 530-347-1334 or e-mail: info@qci-intl.com

Lean Production

QCI International believes that the truly “lean” company of today will be a survivor in the global battle for customers and bottom line profits. The need for “lean” is obvious and the potential rewards are dazzling. Predictably, there will be those who will resist the necessary changes. QCI’s training will start you on the road to overcoming this resistance and ultimately achieving a successful transition.

Training Videos

QCI International’s training videos make a lot of sense, eliminating the costly airplane and hotel bills associated with sem-



inars. Team leaders, even those who aren’t professional trainers, can look good and provide needed instruction for others with the help from our video training packages. You can also use the videos for successful self-study. Best of all, with video, the message is driven home in a fraction of the time and money it would otherwise take. At only \$99 each, training videos from QCI International can save big money for you!

QCI International

17055 Quailridge Road
Cottonwood, CA 96022
Telephone: (530) 347-1334
Fax: (530) 347-6987
www.qci-intl.com



The Quality Group Inc.

Multimedia Training That Works!

Corporate Overview

The Quality Group (TQG), founded in 1992, is an e-learning company whose CD-ROM and Internet tools help organizations achieve results from initiatives like Six Sigma. Nearly 500 customers now use The Quality Group's "Real-Time Quality Series" and "Workforce Development Series" of media-rich, engaging, modular and customizable multimedia training software products to increase profits, enhance performance and enrich lives. The Quality Group is proud to have its products recognized as multimedia training that works!

Mission

Fundamentally, TQG's mission is to help build quality workplaces. We believe that quality, as an integrated system for developing people and continuously improving processes, is a global movement in corporations, organizations and communities. We further believe that our products and approaches instill the skills, methods and disciplines needed to sustain excellence.

Real-Time Quality Series

"Six Sigma—Training and Implementation Program" (6S-TIP), a new curriculum, helps Black Belts more productively prepare Green Belts for Six Sigma projects.

"Statistical Process Control—Training and Implementation Program" (SPC-TIP), developed by IBM and now in English and Spanish, is for manufacturing operators and supervisors. Customers include Clorox, Coca-Cola, Georgia-Pacific, Jabil Circuits, Owens Illinois Plastics and Rexam Beverage Cans.

"Service Quality—Training and Implementation Program" (SQ-TIP), produced

with BellSouth Corp., is for problem-solving teams dealing with service quality issues.

"DaimlerChrysler Quality—Training and Implementation Program" (DCQ-TIP), new in late 2000, features process FMEA, design FMEA, control plan and error/mistake proofing. DCQ-TIP was produced by the DaimlerChrysler Quality Institute.

Additional Services include courseware customization, Web-based course administration and quality/Six Sigma implementation consulting. Web delivery is planned for 2001.

Workforce Development

"Employability Skills—Training and Implementation Program" (ES-TIP), first produced by the State of Florida Department of Education for at-risk youth and adults, is a 12 CD-ROM, eight-course, 10–16 hour series, also available in Spanish, that teaches job readiness and work ethic. A special version for employers, especially those involved in the national Welfare-to-Work movement, is also available.

Motto

"If you want one year of prosperity, grow grain.

If you want ten years of prosperity, grow trees.

If you want one hundred years of prosperity, grow people."

—Chinese Proverb



The Quality Group Inc.

6059 Boylston Drive, Suite 250
Atlanta, GA 30328

Telephone: (404) 843-9525
(800) 772-3071

Fax: (404) 252-4475

www.thequalitygroup.net



Quality Systems International

Integrated Software Solutions

Corporate Overview

QSI, an ISO 9001-certified company, offers a comprehensive, integrated software solution for companies that are investing efforts to achieve and/or maintain compliance for ISO 9000, QS-9000 and ISO 14000 standards.

QSI's online communication tools eliminate labor-intensive document processing, provide real-time tracking, simplify document storage and retrieval, and improve internal communication.

Quality records include calibration, customer management, ECRs, training/management and contract review. Other features include internal assessment, CARs and supplier/vendor management. Databases include, but are not limited to, document control, legal register, MSDS and HAZMAT, ECRs, emergency preparedness, objectives and targets, aspects/impacts analysis, versioning, and archiving.

QSI has been helping companies all over the world to meet the challenge of compliance to national, international and industry standards. QSI is proud of the products, training and support that it brings to the marketplace.

QSI Customer Testimonials

"In direct auditing costs alone, QSI compliance management software has paid us back in less than a year."

—Joe Croston
 Manager of Quality Systems
 Goodyear Chemical

"System 9000 provides a multisite business such as ours with several significant advantages. It provides each facility with immediate access to centralized docu-

mentation, allows for timely routing, notification and approvals regardless of location. It is a catalyst for streamlining our processes, and, most importantly, provides a key tool for developing consistency and commonality between all of our facilities. It has been an integral part of our quality system and ISO 9000 development. This strategic tool has greatly automated the controls and record keeping necessary for ISO 9000 and will greatly reduce the administrative burden for any company implementing ISO 9000. As we continue to increase our understanding of the system, we become more aware of the unlimited applications and potential that exist with this product."

—Chip Williams
 Director of Quality
 Rockwell Automation

"By implementing QSI's System 9000, I have saved time, money and headaches! Our audits have been flawless, and we are constantly complimented on our paperless system. The document control

system with built-in status tracking, automated revisioning and numbering has eliminated the paper chase. Built-in alarms help to remind my team that tasks such as training, corrective action, internal audits and document approval need to get done. System 9000 has brought organization and peace of mind to our entire company."

—Tim Chappell
 Director of Quality
 Clariant Corp.

"I was absolutely thrilled with my QSI trainer's performance. She really knew the system inside and out, and was wonderful at conveying her knowledge to us. Four Stars."

—Diane Metzloff
 QS-9000 Coordinator
 Flint Manufacturing

Quality Systems International

125 Hartwell Ave.
 Lexington, MA 02421
 Telephone: (781) 862-9002
www.qualitysys.com



RAM Optical Instrumentation

A Passion for Video Metrology

Corporate Overview

RAM Optical Instrumentation is a leader in the video metrology industry. With more than 20 years of experience in the design and manufacture of video-based measurement and inspection systems, RAM Optical systems are used throughout the world in a variety of quantitative and qualitative applications including:

- Assembly and production
- In-process inspection
- Quality control laboratories
- Receiving inspection
- Material and process review

As part of Newport Corp., RAM Optical is teamed with a company that has more than 30 years of history as a manufacturer of precision optics, opto-mechanical components and subsystems, and advanced manufacturing systems serving a wide range of industries.

RAM Optical Product Line

At RAM Optical, video metrology isn't just a product, it's our passion. Through our years of experience in the video metrology market, we have created an industry-leading series of products to meet nearly every metrology application need and budget.

The DataStar and OMIS III series of programmable metrology systems are available in an extensive range of stage sizes from 4 x 8 in. to 22 x 44 in. Manual systems include the Mini 2 x 2 in., Sprint 3 x 6 in., and the OMIS 4 x 8 in. and 6 x 12 in. RAM Optical's Video Direct Microscope provides high magnification and extended depth of field for fatigue-free viewing of small parts and assemblies.

Each system combines state-of-the-art RAM Optical-designed optics with the latest technology in structures to provide our customers with the greatest flexibility and value in a video metrology system.

Galaxy Software—Today's demanding metrology applications require software that's more than just a set of tools. Galaxy provides a complete solution that combines accuracy, flexibility and ease of use. Just a few Galaxy highlights include:

- A rich suite of 2-D and 3-D data gathering, feature measurement and construction tools
- User-configurable toolbars to give any look and feel desired
- User-defined hot-key mapping
- Fast, easy part programming
- Simple, flexible and comprehensive report generation

Service and support—RAM Optical products and systems are backed by a responsive and knowledgeable network of distributors and a technical support team with offices located throughout the United States and internationally.

Training—Hands-on training classes are available for all systems and software manufactured by RAM Optical. Classes are scheduled at our Irvine, California facility, or special arrangements can be made to have classes at the customer's facility.

ISO 9001-compliant—Newport Corp. and RAM Optical are ISO 9001-compliant and strive to maintain the highest standards of quality assurance for our customers.



RAM Optical Instrumentation

1791 Deere Ave.
Irvine, CA 92606
Telephone: (877) 764-6397 or
(949) 809-9150
Fax: (949) 756-0051
www.ramoptical.com



Renishaw Inc.

At the Forefront of Automated Metrology

Corporate Overview

Renishaw's products provide manufacturers with the ability to machine components accurately and perform measurement traceable to international standards. Wherever precision manufacturing is required, the use of Renishaw's products ensures that exacting specifications are met with cost-effective methods.

Probe technology, together with associated software, allows fast, highly repeatable measurements to be carried out on coordinate measuring machines (CMMs). Probe repeatability can be $.33\mu$ —approximately $.02$ of the thickness of a human hair. A wide range of automated probing systems have been developed to meet the needs of post-process inspection for quality control.

Renishaw gives extra capability to computer numerically controlled (CNC) machine tools and CMMs by enabling scanning and digitizing of 3-D forms to generate the necessary NC programs to produce either replica parts, or molds and dies. Scanning probes can be retrofitted to machines easily, which, when used with Renishaw's specially developed software, enables exact or scaled models to be produced. Renishaw has also developed the Cyclone scanning machine, a cost-effective solution to stand-alone digitizing.

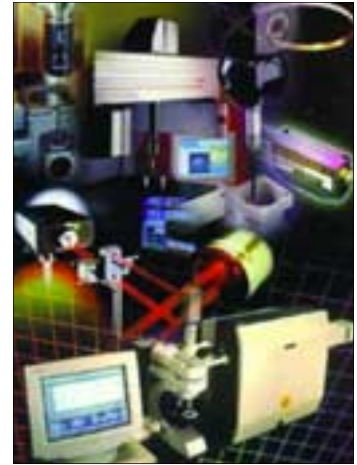
Renishaw's revolutionary automated manufacturing system, RAMTIC (Ren-

ishaw's Automated Milling, Turning and Inspection Centre), maximizes the potential of existing machine tools, enabling milling, turning and inspection on a single machine, together with automated loading and unloading of materials and tools. Expensive fixtures are not required, and highly flexible manufacturing is achieved from the ability to produce a variety of components using a single unmanned system. Special methods are used to enhance the measurement accuracy automatically.

CNC machine tools and CMMs benefit from regular volumetric accuracy checking by using Renishaw's automated ballbar and machine checking gage. Comprehensive machine calibration can be undertaken, when necessary, using Renishaw's innovative laser calibration systems.

Renishaw has developed linear scale and encoder systems for fitting to a variety of machines, to provide axis displacement measurement. Dedicated lengths of rigid scale are not required, since Renishaw's approach has been to produce flexible scale that can be dispensed from a reel and cut to the required length.

From its leading market position, the Renishaw Group continues to expand its product range into ever-increasing business sectors, worldwide. Identifying and targeting new market opportunities has led to the continuous development and



introduction of new, highly innovative products which significantly enhance the manufacturing capabilities in a wide range of industries.

Renishaw Inc.

5277 Trillium Blvd.
Hoffman Estates, IL 60192
Telephone: (847) 843-3666
Fax: (847) 843-1744
www.renishaw.com

Resource Engineering Inc.

Interactive Learning Systems

Corporate Overview

Since 1987, Resource Engineering Inc. has been helping strengthen manufacturing companies through quality and productivity improvement.

In 1996, in response to a growing customer demand for computer-based quality training, the firm launched the Resource Engineering Interactive Learning Systems division. Its mission is to provide computer-based training and performance-support tools to improve manufacturing and quality performance.

Leading the Way in Quality and Productivity Training

Resource Engineering is the only company that offers an integrated family of computer-based training products to help companies improve quality and productivity. Organizations that use Resource

Engineering CBT programs know they can depend on the company to continually update existing products and add new products as quality training needs change and as interactive training technology evolves and improves.

What's New for 2001

Resource Engineering has a number of exciting new programs and products planned for the coming year, including:

- Release of new CBT programs on Six Sigma and process improvement tools
- Introduction of a Pro line of all CBT products with enhanced functionality and features
- Roll-out of Resource Engineering online, web-based training for the internet, intranets and learning portals
- Launch of supplementary content-rich resource web sites to support all Resource Engineering CBT training programs

- Release of electronic, downloadable books on a variety of quality and productivity topics

Resource Engineering is dedicated to providing manufacturing companies with the tools they need to develop and sustain quality and productivity improvement skills necessary to compete in today's demanding business environment. To find out how Resource Engineering can help your company, call us toll-free at (800) 810-8326 or visit www.reseng.com today!

Resource Engineering Inc.

P.O. Box 219

384G Merrow Road

Tolland, CT 06084-0219

Toll-Free: (800) 810-8326

Telephone: (860) 872-2100

Fax: (860) 872-2488

E-mail: training@reseng.com

www.reseng.com



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engineering
Interactive Learning Systems

SGS International Certification Services Inc.

A Global Leader in Quality, Environmental and Social Accountability Management System Registration

Corporate Overview

SGS International Certification Services is a recognized leader in quality, environmental and social accountability management system registration, having delivered more than 33,000 accredited certificates around the world.

SGS ICS is a member of the SGS Group (Societe Generale de Surveillance, S.A., Geneva, Switzerland), which was founded in 1878. The SGS Group is the world's largest organization in the field of inspection and testing and is now also considered the leader in certification services. Truly worldwide and benefiting from a unique international network of 354 affiliated companies with more than 1,291 offices, 389 laboratories and 39,000 employees, the SGS Group is able to provide its international clientele with a comprehensive range of services in more than 140 countries.

SGS ICS is committed to the practical implementation of international standards throughout industry. Our third-party registration services include not only ISO

9000 and ISO 14001, but also specialty registrations to QS-9000, the TE Supplement to QS-9000, ISO 9000 in health care, AS9000, SA8000, Green Globe Environmental Certification, and the Humane Cosmetic Standard Certification, to name several. Our client-focused culture and internal auditing program provides consistency of service and interpretation to all of our customers, domestic and international.

Our clients' goals are to improve efficiency and provide assurance to their customers and society. Our goal is to assist our clients in achieving their goals by meeting their needs in a consistent, innovative, cooperative, timely and cost-effective manner. To us, this means forming long-term relationships with our clients in a mutual quest for quality.

Whatever the SGS ICS service, the nature remains constant: independent assessment and verification. SGS has no manufacturing, trading or financial interests that could compromise its independence. This, together with its international network and reputation for professionalism,



integrity and impartiality, places SGS in a unique position.

In the United States, SGS ICS operates out of four offices, with headquarters in Rutherford, New Jersey. Los Angeles, Houston and Lombard (Chicago) complete our presence in this country.

SGS International Certification Services Inc.

Meadows Office Complex
201 Route 17 North
Rutherford, NJ 07070
Telephone: (800) 747-9047
Fax: (201) 935-4555
www.sgsicsus.com

