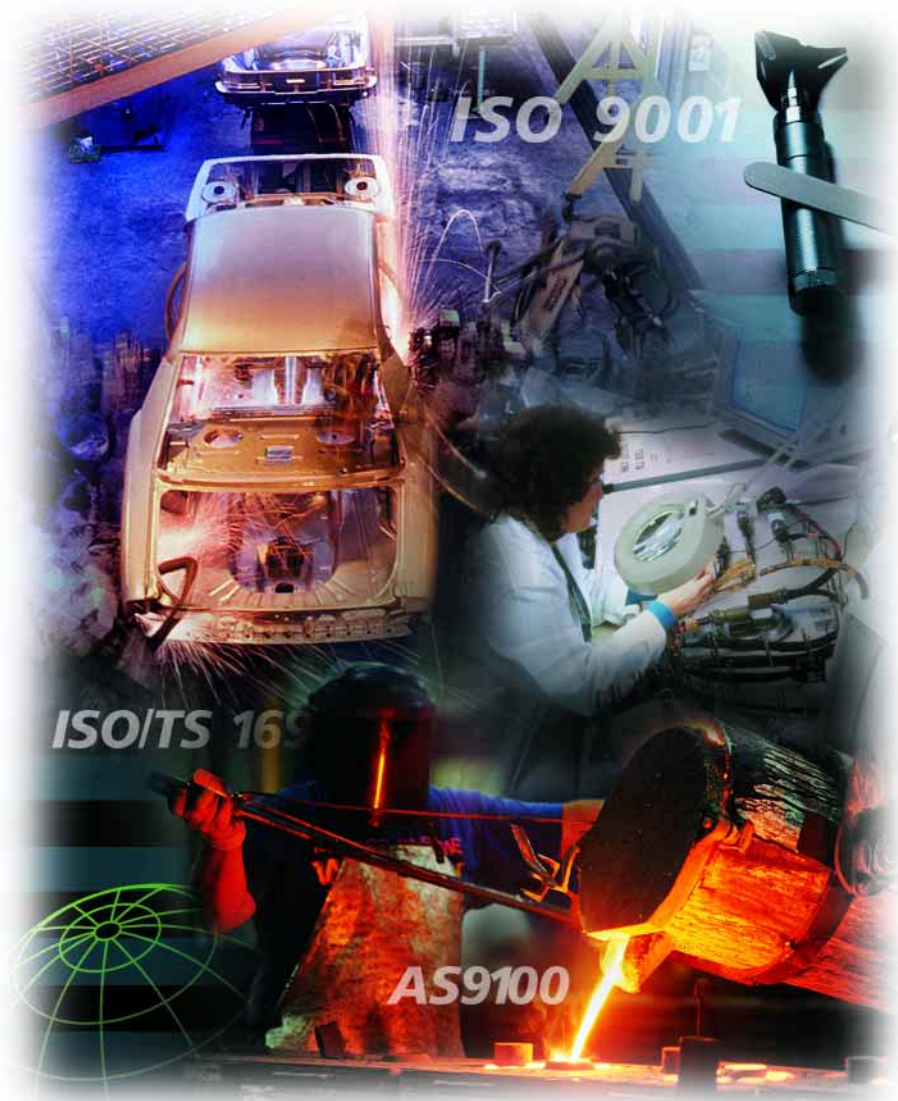


Quality Management System Certification



Smithers Quality Assessments
A Smithers Group Company

Quality Management System Assessments and Certification



To streamline operations and open doors to new opportunities, manufacturers and service providers around the world have been embracing ISO 9001 and related industry-specific quality system requirements.

In addition to worldwide acceptance and recognition of their quality management systems, companies achieving certification report reductions in waste and redundant paperwork, more efficient labor utilization and increased customer satisfaction.

Smithers Quality Assessments (SQA) offers quality management system assessments and certification to the ISO 9001 standard as well as the industry-specific requirements established within the automotive (ISO/TS 16949) and aerospace (AS9100) sectors. We provide a skillfully administered, thorough audit and a certification that is recognized and respected in the U.S. and around the world. What sets us apart from our competitors is the personal approach we employ. By becoming an integral part of each client's team, we reduce stress and help clients speed the certification process and maintain their certified status.

Accreditation

Smithers Quality Assessments offers third-party certification throughout the world. Our credentials and affiliations include the following:

- Accredited by the ANSI-ASQ National Accreditation Board (ANAB) and the Dutch Council for Accreditation (RvA) for ISO 9001 certification
- Accredited by ANAB to certify companies to the AS9100 aerospace standard
- Accredited by ANAB for ISO 14001 environmental management systems (EMS) certification
- Approved by the International Automotive Task Force (IATF) to issue ISO/TS 16949 certifications to the global automotive community
- Approved as a supplier to the US government as a GSA multiple award schedule contractor (contract #GS-10F-0235R) and CCR registered company

SQA is also a longstanding and active member of the Independent Association of Accredited Registrars (IAAR) and is a founding member of the International Automotive Certification Bodies Association (IACBA).





Staffing

SQA's auditors and managers are fully trained and highly skilled in the audit process and conduct their activities with a high level of integrity and professionalism. With strong interpersonal skills, they integrate themselves into the process of continual improvement through an objective assessment of quality management systems. This enables our clients to facilitate the certification process and perpetuate the effectiveness of their quality management system through surveillance activity.

Business Sectors Served

As an early entrant into the quality certification market, we serve an international client base in a wide range of industries, including automotive, aerospace, healthcare, defense, chemicals, metals, distribution, information technology, construction and engineering services. Our professionals, each with multiple-sector expertise, are well qualified to fulfill the specific requirements of the standards. No matter what sector our clients serve, we welcome the opportunity to help them achieve certification and maintain continual improvement.

Client Preparation

The basic process for quality system certification has three requirements:

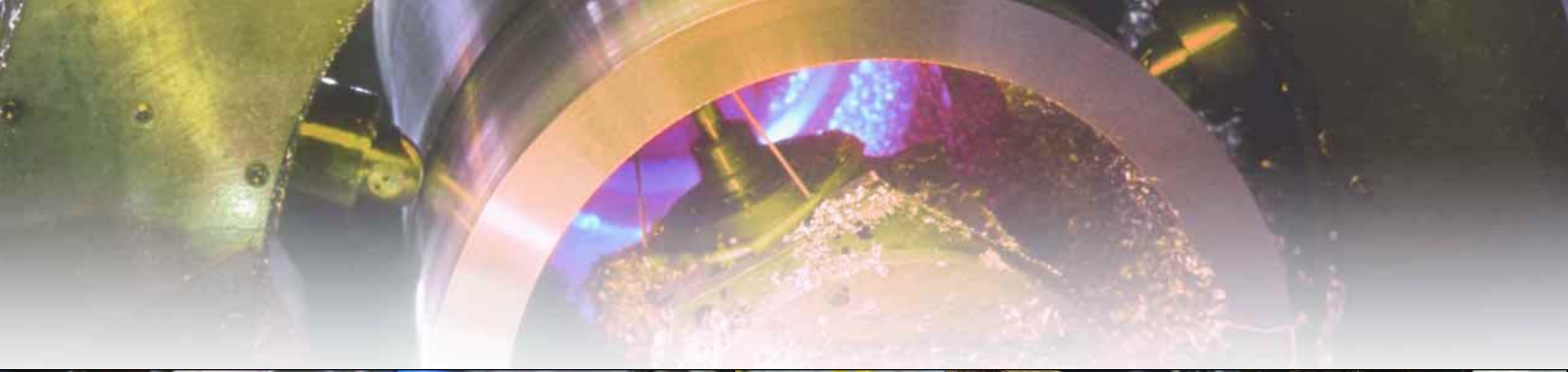
- Establish management understanding and commitment
- Develop and document a quality system
- Effectively implement, maintain and improve the system

Transferring Your Certification to Smithers Quality Assessments

Should you wish to switch your certification to SQA, the process is not complicated.

1. Contact SQA, obtain and complete a Request for Quotation.
2. SQA prepares a proposal, containing costs, terms and conditions.
3. Upon receipt of the signed proposal, SQA assigns a qualified auditor who then meets with you to review the status of your current certification.
4. The auditor makes a recommendation for assumption of the certificate.
5. The SQA Executive Certification Panel grants certification.
6. You notify your previous registrar that you have transferred certification to SQA.

Steps 4 and 5 are dependent upon your quality management system being fully implemented and effective. Any nonconformities identified must be corrected prior to certification being granted by SQA.



The 12 Steps to Certification

- 1. Gain Awareness:** Learn about the applicable quality standard.
- 2. Develop Understanding:** Learn the meaning of each element.
- 3. Analyze the Present System:** Perform internal audits.
- 4. Modify the Present System:** Make any required changes.
- 5. Document the System:** Describe the system in writing as required with manuals, procedures and instructions.
- 6. Apply for Certification:** Select a registrar. Consider knowledge experience and personal traits.
- 7. Review Documents:** Registrar reviews policies, procedures, work instructions and forms.
- 8. Pre-assess the System:** Conduct a "mini-audit" of the system to identify major obstacles.
- 9. Assess the System:** Audit the complete system to measure understanding, documentation, implementation and effectiveness.
- 10. Make Required Improvements:** Correct any nonconformances found during the audit.
- 11. Obtain Certification:** Announce your special status to the world.
- 12. Maintain/Improve the System:** Implement continual improvement through surveillance and improvement followed by more surveillance and improvement.

The future belongs to the prepared. Let Smithers Quality Assessments be a part of your strategic and tactical plans for the future. Prepare by developing a business/quality system that meets the requirements of internationally accepted standards. Then execute, maintain and improve your system by becoming certified.



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