

October '99



# Gabriel's Horn

THE OFFICIAL NEWSLETTER OF THE SAN GABRIEL VALLEY SECTION - 0702  
<http://www.asq702.org>

**MONTHLY MEETING: OCTOBER 21, 1999**



## NATIONAL QUALITY MONTH

**Riding the Wave of Change  
Presentation and CEO Panel**

**Pomona Valley Mining Company**  
Call 800-317-4147 for reservations

A special treat this National Quality Month as we prepare to move to the new millennium with rapid change being the norm. We are celebrating it as a special night for our company CEO's as they lead our organization through new challenges to new heights.

We can all identify with the fact that our organizational structures are constantly changing and these changes continue to accelerate. We need to have skills to improve quality and operations, and to get results within these rapidly evolving organizational structures. We need to create a climate that is focused on change and adaptable to change. The skills and methods that were effective for us in the past will not be enough in the future.

This is our focus for this evening. Invite your CEO's to this meeting!

We will start the evening with our speaker, **Marilyn Sweet**, Executive Director at the Center for Economic Development and Continuing Education at West Los Angeles College in Culver City. She will discuss the differences between transformational and incremental change, the change cycle, the need to manage continuous improvement and transformational change simultaneously and the paradox of "success syndrome." She will also present numerous success stories of

**MEETING STARTS AT 6:00 PM.**

### AGENDA

Registration & Networking	5:00 pm
Presenation	6:00 pm
Dinner	7:00 pm
CEO Panel Discussion	7:45 pm
Adjourn	9:00 pm

### MONTHLY MEETING BUFFET MENU

- Choice of 3 salads & fresh fruit
- Choice of 3 Entrees
- Oven Browned Potatoes
- Fresh seasonal vegetables
- Sourdough rolls & butter
- Assorted desserts, coffee & tea

companies that proactively planned and effectively implemented change.

After dinner **Akhilesh Gulati** will lead a panel of distinguished executives as we explore ways that we can ride the waves of change and avoid being inundated by them. Our panelists confirmed so far consist of:

*cont'd on page 3 . . .*

### MONTHLY MEETING RESERVATIONS

- Dinner with Reservations \$20.00
- At the Door, No Reservation \$25.00
- Full Time Student w/valid ID \$10.00
- Program Only: No Charge

MAKE RESERVATIONS NO LATER THAN  
OCTOBER 18, 1999

**SPELL YOUR NAME AND LEAVE YOUR PHONE NUMBER. IF YOU FIND YOU CANNOT ATTEND, CALL TO CANCEL YOUR RESERVATION. NO SHOWS MAY BE BILLED.**

**For Reservations. . .  
Call ASQ, Section 702 at  
800-317-4147**

## FRIENDS OF GABE

San Gabriel Valley Section 0702 is one of nine Southern California Sections of the American society for Quality. since 1946, ASQ has been the organizational leader in identifying, communicating and “. . . to the ongoing development, advancement, and promotion of Quality concepts, principles and techniques.”

At the local level, Section 0702 is comprised of members from the public and private sectors, in manufacturing and service industries and in a wide range of job specialties, who are professionally and personally committed to quality improvement.

Section 0702 seeks “FRIENDS” to sponsor membership meetings, publication of our monthly newsletter Gabriel's Horn (which reaches approximately 600 quality professionals each month), as well as other section activities and educational events,

workshops, seminars and conferences scheduled for the current 1999-2000 program year.

In return for your tax-deductible contribution of \$1000, you will receive EXPOSURE:

In Gabriel's Horn...

- A published company profile
- Year long listing as a Quality Leader and a 'FRIEND OF GABE'
- A one year subscription

On our new Section 0702 Web Page...

- Year long listing as a Quality Leader and a 'FRIEND OF GABE'

At Monthly Section Meetings...

- Complimentary registration & dinner for two at any three meetings of your choice
- Complimentary display of your company literature

Recognition at the business announcement portion of each meeting

At Educational Conferences, Workshops and Seminars...

- Published recognition on press releases /advertisements of the event
- complimentary display space for company literature
- Announced recognition before keynote address

At Year-End (June) Awards & Recognition Banquet...

- Honorable mention and presentation of award plaque

For more information on how to become a 'Friend of Gabe', please contact:

- Dan Curtis, Section Chair, 310-331-1814
- or
- Leave a message @ 800-317-4147

## SAN GABRIEL VALLEY SECTION 0702 1999-2000 EXECUTIVE COMMITTEE

### CHAIR

**Dan Curtis**  
562-941-2479 (H)  
310-331-1814 (W)  
310-332-1879 (FAX)  
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Open

### ARRANGEMENTS

Open

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909-982-0161 (W)  
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Email: gulati@pivotmc.com

### ADVERTISING

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### EXAMINING

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### PLACEMENT SERVICE

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909-682-1743 (H)  
909-987-4673 x443 (W)  
909-466-4177 (FAX)

### SECTION MGMT PLAN

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818-333-3410 (H)  
213-217-6056 (W)  
Email: Skhalil@mwd.dst.ca.us

### COMM. QUAL. COUNCIL NATIONAL QUALITY MONTH

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626-281-2139 (H)  
626-289-9199 (W)  
Email: auditing@aol.com

### WEBSITE CERTIFICATION

**Drew Hefner**  
714-255-1624 (H)  
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hefnejo@mail.northgrum.com

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### GABRIEL'S HORN PUBLICATION

**Publisher:** American Society for Quality, San Gabriel Valley Section 0702, P.O. Box 3144, San Dimas, CA 91773

**Editor:** Ron Rudolph, 909-464-1520 (W), 909-944-7729 (H), 909-464-1525 (FAX)

**Design, Printing, Distribution:** Akhil International, 909-982-0161

**Articles, advertising, photographs, and letters should be addressed to the editor.**

DEADLINE: THE 25TH OF THE PRECEDING MONTH(OR 35 DAYS IN ADVANCE).

## October Meeting . . . continued from Page 1

- **Gary Hengeveld**, Vice President  
Inland Technologies Inc., Fontana
- **Kim Quick**, President  
Auto Electric Radio, Fullerton
- **Steve Stephano**, President  
Joico Laboratories, Chino

**Gary Hengeveld** had a vision of building Inland Technologies, Inc. on a foundation of quality and agility. Built from the ground up, Inland Technologies has grown many fold since its opening five years ago. Gary will share his vision and his thoughts on leading change.

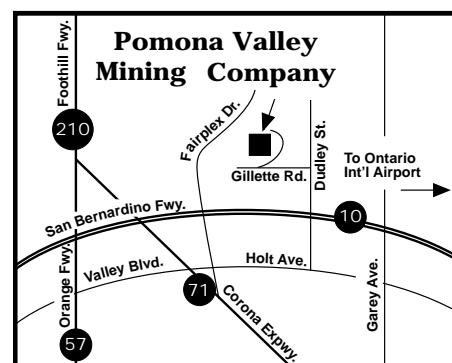
**Kim Quick** is President of Auto Electric Radio, one of the largest Auto Electric and Radio service suppliers to the big three auto manufacturers. Kim has been leading change at the organization for

the past few years as he takes the organization from a family business to a more professionally managed organization. He took over as President a year ago and already there are signs of tremendous positive change.

**Steve Stephano** rose from humble beginnings to become the founder and president of Joico Laboratories, one of the world's finest professional haircare manufacturers. A true entrepreneur, tireless perfectionist and a motivational speaker, he draws from his personal insights, real life experience and entertaining stories as he shows how to discover the potential within you and ride the wave of change.

Come hear from our business leaders on how plan to lead successful change.

Bring your colleagues and don't forget your President and CEO! They will be glad they attended!



Dudley Ramp off the San Bernardino Fwy (10)  
**Pomona Valley Mining Co. Restaurant**  
 1777 Gillette Road  
 Pomona, CA 91768  
 909-623-3515  
 Parking is complimentary. Valet optional.

## Job Opportunities

**QUALITY ENGINEER** needed in the Glendora, CA area to work at a company producing mechanical components at a high volume. A technical degree is required as is experience with manufacturing processes. Three to ten years experience is required. Contact Ed Lichman at 714-990-5525.

**ASSOCIATE QUALITY ENGINEER** Irwindale, CA - Great potential to grow with a Custom Medical Injection Molding company. Candidate must be self-motivated. Experience in injection molding and/or medical manufacturing required. FDA and ISO knowledge a plus. Fax resume: (626) 814-4709 or email to [Apecanura@aol.com](mailto:Apecanura@aol.com).

**QUALITY ENGINEER** Azusa, CA. Excellent career opportunity in Manufacturing. Immediate opening in Quality Assurance. duties include development of SPC programs and assist in leading quality improvement programs throughout the organization. BA degree in Quality Engineering or Chemistry preferable. Excellent team building and communication skills a must. Send resume and salary history to: Vision Ease Lense Azusa, Attn: Human Resources, 16016 Montoya, Azusa CA 91702. EO/ME

**QA AUDITOR, OPTICS/OPTICAL** Azusa, CA. Our QA department is currently seeking an Auditor on all shifts. Responsibilities will include visual inspection and optical tolerance measurement functions working in a manufacturing environment. Must possess the ability to work independently and have good communication skills including mathematical aptitude. Experience in the ophthalmic area and working with calibration tooling is a plus. Send resume and salary history to: Vision Ease Lense Azusa, Attn: Human Resources, 16016 Montoya, Azusa CA 91702. EO/ME

**CORPORATE QUALITY SPECIALIST** Corona, CA. This position will provide you with an exciting opportunity to develop, design, implement and maintain corporate quality systems and programs that will

be used at multiple Case Swayne facilities including ISO 9001. You will be asked to provide training and assistance as needed to support corporate quality systems. Your outstanding auditing skills will assure that internal and external customers are in compliance with established quality systems. You must be able to travel at least two weeks a month and full time in urgent situations. A Bachelors degree and seven years performing related work including auditing along with PC literacy is required. Annual salary \$53K+. Mail or fax resume w/salary history to: Cheryl Sanchez, Case Swayne, 1930 California Ave., Corona, CA 91719. Fax: 909-737-1119 or Email to [cheryl@case-swayne.com](mailto:cheryl@case-swayne.com). EOE. Visit us at [www.case-swayne.com](http://www.case-swayne.com)

**QUALITY CONTROL MANAGER** SETCO, INC. (Blow Molding Manufacturing), Anaheim, CA. Direct supervision of department staff members and direct leadership of hourly employees. Develop and implement systems for control of processes, including Statistical Process Controls. Assure process and product conformance to requirements. Develop Good Manufacturing Practices, and implement operating procedures that are consistent with Total Quality Management philosophies, customer quality programs and industry standards. B.S. Plastics Engineering or related Engineering field preferred. Other Technical degree and or plastics professional experience also considered. Send resume to Martha Melendrez: Fax: 714-777-5234; Email [martha\\_melendrez@mccormick.com](mailto:martha_melendrez@mccormick.com); Phone: 714/777-5228, 714/777-5233. EOE.

To list openings, call John Schulz @ 909-987-4673 ext. 443 or FAX: 909-466-4177, Email: [jcs@inland.net](mailto:jcs@inland.net)

### Note:

ASQ's Personnel Listing Service (PLS) is a monthly nationwide newsletter dedicated to bringing you the latest employment openings in the quality field. It is free to ASQ members. To order, call 800-248-1946.



# Quality Assurance Services of North America

## ISO 9000 & ISO 9000-3 TickIT

### Training Courses in Huntington Beach, California

#### ISO 9000 Auditor/Lead Auditor Training Courses

#### ISO 9000 Internal Auditor Training Courses

#### TickIT/ISO 9000-3 Software Auditor Training Courses

●

Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility

●

All 1994 ISO 9001 / Q9001 requirements in this extensive 40 hour training course, will be covered

●

This course is registered (A7823) through IRCA / IQA and is RAB recognized as meeting the training requirements for registration as Lead Auditor, Auditor, and Provisional Auditor

**\$1395 COST \$1595\***

Includes all training materials & refreshments      \*Includes five nights hotel stay as well

Nov 15-19 1999

Dec 13-17 1999

●

Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility

●

We will cover all 1994 ISO 9001 / Q9001 requirements in this extensive 24 hour course presentation, with a 30 minute examination on the last day

●

This course meets ISO 9000 requirements for the training of Internal Auditors

**\$745 COST \$845\***

Includes all training materials & refreshments      \*Includes three nights hotel stay as well

Dec 07-09 1999

●

Held from 8:00 am to 5:30 pm at our Huntington Beach Training Facility

●

Through lectures, case studies and workshops this course is designed to train both Information Technology and Software Professionals in the principles and practices of quality systems auditing

●

This IRCA/IQA registered course (A13019) meets the IRCA/BCS training requirements for TickIT Software Lead Auditor, Auditor and Provisional Auditor

**\$1595 COST \$1795\***

Includes all training materials & refreshments      \*Includes five nights hotel stay as well

Nov 08-12 1999

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**Cancellation Policy:** Cancellations must be received in writing and will be subject to a \$50.00 handling fee. Cancellations within 5 business days of course are liable for entire fee. Substitutions are allowed.

5251 McFadden Ave., Huntington Beach, CA 92649 • Phone 714-898-0893 • Fax 714-373-3767 • E-mail info@qasna.com

# COMING EVENTS 1999

## MONTHLY SECTION MEETINGS

Oct 21            **NATIONAL QUALITY MONTH: QUALITY DIRECTION FOR THE NEW MILLENIUM**  
 Speaker:            **Marilyn Sweet, West Los Angeles College**  
 Panel Discussion: **Gary Hengeveld, Inland Technologies**  
 Other panelists to be finalized

Nov 18            TBA

Dec                **NO MEETING SCHEDULED**

Note: *Topics and Speakers are subject to change*

**For  
Reservations  
and Information for the  
SAN GABRIEL VALLEY SEC. 0702  
Call 800-317-4147.**

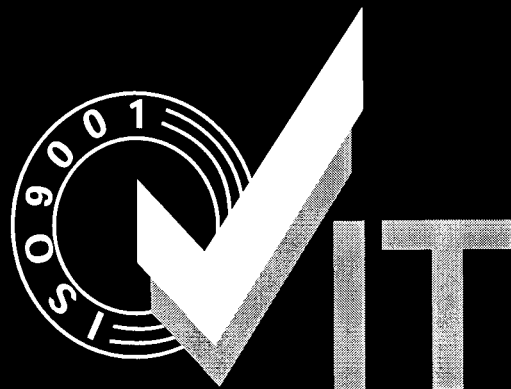
## CERTIFICATION/EXAMINATION

	Application Date	Exam Date
CQT / CMI / CRE / CQ Mgr	Aug 20	Oct 16
CQE / CQA / CSQE	Oct 8	Dec 4

## COURSES / CONFERENCES & SEMINARS

For other Refresher Course information contact: San Gabriel Valley Section - Bea Ng at 626-285-3620  
 Inland Empire Section - Pam Locatel at 909-683-7243, Los Angeles Section - Carl Moore at 310-900-2344,  
 or call ASQ Headquarters at 800-248-1946 for other Sections.

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## ADVERTISING RATES FOR GABRIEL'S HORN

Size	1 Issue	Yearly
Business Cards	\$ 20	\$ 200
1/4 Page	\$ 45	\$ 450
1/2 Page	\$ 85	\$ 850
Full Page	\$ 150	\$ 1500
Inserts	\$ 100	\$ 1000

*Gabriel's Horn* currently reaches approximately 600 Quality Professionals in Southern California each month.

If you are not currently an ASQ member of Section 0702, a subscription to *Gabriel's Horn* is available for \$14 per year.

For additional information or to place an ad, please contact:

**Ron Rudolph @ 909-464-1520**  
(Email: [horneditor@aol.com](mailto:horneditor@aol.com))

or leave a message with our answering service  
800-317-4147

## WANTED! QUALITY RELATED BOOKS AND PUBLICATIONS

As we continue to upgrade and expand our collection of books and publications at the San Dimas Public Library, we also continue to ask for your tax deductible donations to help us in our effort. If you have a donation or would simply like a current list of materials available, call ASQ, Section 0702 at 800-317-4147 and leave your name, phone number, and a brief statement . . . we'll get back to you as soon as possible.



Remember . . . the San Dimas Library is located at 145 N. Walnut Avenue in San Dimas. For information call 909-599-6738 and for Reference/Circulation call 909-599-0060. Current library hours are as follows:

Tuesday 12:00 noon - 8:00 pm  
Wednesday, Thursday 1:00pm - 8:00 pm  
Friday, Saturday 10:00 am - 5:00 pm  
Sunday, Monday Closed

## WEB ON!

Section 0702  
Our new website address:  
<http://www.asq702.org>

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## HELP!

**Your Section** is in constant need of instruction and test sites for our workshops, refresher course and examination testing. Does your company have a conference room or similar space they could make available to Section 0702 for our educational needs? An inquiry on your part would greatly help your Section and its Members. Contact **Dan Curtis**, Section Chair or leave a message with our phone service. You have an opportunity to render a great service to your Section. A "special thank you" will be printed in **Gabriel's Horn** to you and your company for your effort and generosity.

## BE PRO-ACTIVE!

If you are moving, changing your mailing address, or changing jobs, please contact the national office of ASQ @ 800-248-1946 and let them know. doing this as soon as possible is the only way to keep your mailing labels current for **Gabriel's Horn**. Your Newsletter Editor receives pre-printed labels and is unable to alter membership information.

## WELCOME

As members, you are invited to attend our Board meeting on the first Monday of the month. Meet your Section Officers and see how we work to get you good programs.

**RADICAL THINKING?**

*To Risk . . . Or . . . Not to Risk?*

I recall distinctly when one of our board members approached me to discuss his dilemma: he wanted to start his own business, and was perplexed with the eternal question that most rational adults have: to risk OR not to risk. After voicing the challenges and rewards, the lows and the highs, 18 hour workdays and the freedom to pursue his dreams, and after discussing with the other parties who would be impacted (his family), he decided to take the risk. Today he is doing well and enjoying every moment of it.

Two years ago, we were referred to a company that was considering certification to ISO 9000. The president pondered the same issue: to risk OR not to risk. It would involve a considerable expense (that is how most people view it at first) especially when his customers were not demanding it and it had a good reputation in his industry. Furthermore, the expense involved not only cash for trainers/consultants, but also the time off the production floor needed to create a system. After considerable discussions with his executive team and with consultants, the president decided that he was willing to take the risk and make the investment. However, to increase the probability of a

faster return on investment, the president left it up to his employee team (consisting of executives, managers and shop floor staff) to determine if they wanted to invest in this venture. They were all willing to take the risk. Today, they are not only certified, they tell us that they have made many improvements in areas where they thought there was no room for improvement! This initiative was not easy. It was work on top of the daily grind, but they are glad they were willing to try.

To risk or not to risk - that is the question! You are barely able to process orders on time and meet customer demand! You rarely get time to spend with your little ones at home and you have not taken a decent vacation in four years! You are working as never before and so are your employees. The economy is good but you are working like crazy! To find time for training (and improvement) is just out of the question. Besides what is the guarantee that this training/consulting effort will provide positive returns? And of course, there is no end to all this training stuff! You can ponder the question to eternity and never take a step to move ahead or be like young kids who take risks all the time, usually coming out better. Or you can be

a hybrid, carefully weighing the risks and effort involved against the possible benefits (and don't treat it like rocket science!). If money is the issue, check out talk to our State's Educational Training Panel which offers grants to improve skills of your employees.

To risk OR not to risk . . . might make Shakespeare turn in his grave, but it may also provide a new turn to your company!

**Akhilesh Gulati**



*Past Chair and Senior Member of the American Society for Quality, San Gabriel Valley Section. Partner with PIVOT, a management consulting firm specializing in implementing Total Quality Change Strategies and ISO 9000, building on a foundation of quality. Has taught courses in Manufacturing Excellence, Information Technology, and Benchmarking & Reengineering at UCLA Extension. He may be reached at 877-pivot-mc. Web site: <http://www.pivotmc.com>*

Akhilesh will be teaching a course on 'Design for Manufacturing Quality' on Oct. 19-20. If you are interested, please contact him at the above phone number.

**EXECUTIVE COMMITTEE, AN OPEN INVITATION . . .**

We extend an open invitation to all Section 0702 Members to get involved with your Section's Management. We all have something to contribute, no matter how busy our schedules. Your Executive Committee has several openings . . . and you just might be the perfect candidate for the following position: **Program & Speakers, Examining, Arrangements and Advertising**.

And as always, attending a Board Meeting is not a commitment to becoming an active Board Member. We still meet on the first Monday of each month (except holidays) in which case we will meet on the second Monday. The meetings start at **6 pm** and remember . . . dinner is on us! If you're interested or even the least bit curious, then please call **Dan Curtis**, our Section Chair at **310-331-1814** or leave a message on our service at **800-317-4147**. So pick up the phone and give us a call . . . you'll be glad you did!

\*\*\*\*\*

**Upcoming meeting will be held on Monday, October 4th & November 1st**

Our Board meeting location is at **MARIE CALLENDAR'S**, 3117 East Garvey Avenue North, West Covina. Take Barranca exit north off the San Bernardino (10) Freeway . . . just look for "RESTAURANT ROW".

\*\*\*\*\*

**Opportunity Drawing Winners:** Rainbird T-shirt - **Jim Elliott** (from Section 502); Rainbird T-shirt - **Benito Go**; Laundry Soap & Shampoo - **Teri Bucklin**; Lever 2000 Soap - **Louise Deffenbaugh**; Laundry Soap & Shampoo - **Pat Nutter**; Rainbird T-shirt - **Louise Deffenbaugh**



**ISO 9000 / ISO 14000 REGISTRATION**

BVQI is considered by many, from small businesses to Fortune 500 Companies to be the "Registrar of Choice". BVQI has registered over 10,000 companies worldwide to the ISO 9000 Series of Standards and is the leader in ISO 14000 registration. BVQI is also the most widely accredited registrar in the world today. Among our many accreditations are the RAB, UKAS, RvA, DAR, and SCC accreditations shown below.

If your company is considering registration, we are sure that you will be satisfied with the ongoing service, the local auditors and the reputation that BVQI registration provides. Please call today for a free brochure or quote.

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