

***In this Issue:***

***U.S. Feedback Sought for User ISO Experiences  
ISO/TC 176 New Interpretations on Website  
Sustaining Edge Solutions Presents at Aviation Symposium  
Systems Thinking: Process Identification***

***Happy Spring Time!***

We recently became aware of the ISO Survey explained below. This is a *Fantastic Opportunity* for organizations to contribute to actual user experience with ISO 9001:2000 and ISO 9004:2000 standards. I took the survey in less than 15 minutes. The survey results will be posted through the second link identified (*doesn't work yet so Keep This Newsletter!*)

***Enjoy the information and let us know if this Newsletter is a value to you  
[admin@sustainingedge.com](mailto:admin@sustainingedge.com)***

---

**ASQ Standards Group  
Press Release  
January 19, 2004**

***Attention: Users of ISO 9001:2000 and ISO 9004:2000***  
***US Feedback Sought for ISO Survey on the  
USE of ISO 9001:2000 and ISO 9004:2000 Standards***

Now is the time for US organizations to register their experiences, comments and/or concerns on the use of the year 2000 editions of ISO 9001:2000 and ISO 9004:2000 standards — it is critical that ISO gets feedback on actual user experiences on the application of these standards.

The International Organization for Standardization (ISO) Technical Committee (TC) 176, Sub-committee (SC) 2, *Quality Systems*, has asked for international participation in a survey of user experience with ISO 9001:2000 and ISO 9004:2000. A website questionnaire has been designed to determine users' concerns and recommendations with regard to these standards, their suitability, and their application. Your website response will go directly to the international ISO group responsible for these standards.

This is an excellent means of providing your feedback to the international ISO working group that developed the ISO 9000 standards. The results will provide information on how well the current standards meet your needs and provide guidance on the future revisions of these standards.

Since US organizations will be providing feedback along with all other ISO member countries, it is essential that all US experiences with the use of these standards be recorded so that US interests are represented and protected. To be represented, comments must be submitted through the ISO survey located on the Internet at:

<http://isotc.iso.ch/webquest/tc176/index.html>

It should only take approximately 15 minutes to complete the survey and anyone who has some knowledge or experience with the standards may participate. Where you indicate concerns, participants will be prompted to suggest improved wording of the clauses, if you wish to do so.

Since there is no limit to the number of people who may respond from any one organization, it is imperative that actual US users of the standards take the time to participate in order that all US experiences are adequately represented in the evaluation.

***Your participation is vital and your feedback goes directly to ISO!***

When the survey is completed, the results of the survey will be widely disseminated; e.g., through the ISO/TC 176/SC 2 web site at [www.bsi.org.uk/ios-tx176-sc2](http://www.bsi.org.uk/ios-tx176-sc2). The results of the survey will play a major role in guiding the next amendment or revision of these standards.

-----  
For more information or assistance, contact:  
Robin Gildersleeve  
Director of Communications — ASQ Standards Group  
Phone: 877-463-6769 or 919-317-1084  
E-mail: [Robin@TheInformedOutlook.com](mailto:Robin@TheInformedOutlook.com)

---

---

***ISO/TC176 has new interpretations of ISO9001:2000 on their Website.***

*Some of the interpretations are listed and others are coming soon. I will attempt to keep you updated when new interpretations are issued.*

<http://www.tc176.org/Interpre.asp>

---

---



**8<sup>th</sup> Annual Greater Southwest Aviation Technician Symposium March 11-12, 2004 Williams Field Mesa, Arizona**

Walter Tighe, Sustaining Edge Solutions Inc. conducted a workshop on “Quality Systems within the Aviation Industry” to over 40 attendees. The workshop focused on the differences, similarities, and benefits of these critical systems. The workshop was well received and FAA personnel asked Walter to return with another workshop next year.

Sustaining Edge Solutions also provided information to many technicians and aviation students regarding quality system and process improvement methods.

## *Systems Thinking: Process Identification*

If your organization is struggling with describing key processes of your quality system with only process mapping, don't worry. A process map is an effective graphical tool to visualize process input and output interactions, however, it is not the only method, and nothing says your QMS must only be process mapped.

With a simple process analysis table of your system's key processes, you can identify your process interactions. This simple table shows the key processes, process owners, key suppliers, process inputs and outputs, internal or external process customers and primary measures used.

Process Description	ID	Process Owner	Suppliers	Inputs	Outputs	Customers	Measures	Procedures
Customer request for quotation	01	Inside sales	Customer	Requests received via phone, fax, e-mail/mail	Approved customer order and confirm	Customer/buyer and production scheduling	Accurate, complete and timely customer order prepared	QSP-01
Purchasing inventory control	02	Purchasing	Approved supplier list	Materials requisition	Purchase order & inventory adjustment	Material suppliers, inventory system and receiving	Accurate, complete and timely prep of PO & inventory adjustments	QSP-02
Equipment maintenance	03	Plant supervisor	External contractors and internal QC	Maintenance schedule	Completed maintenance	Production	Complete, timely & effective & mean time between failure	QSP-03
Shipping & delivery	04	Production manager	External delivery services	Finished product production order	Completed production order & shipping documents	External delivery services, customer billing & external customers	Accurate, complete and timely delivery of product	QSP-04

Note: This table is just a sample and does not depict all processes.

Organizations that use this type of approach may find it easier to use than a detailed flowchart or process map and much easier to update and change. Be creative and add other columns, for example, goals could be another. If you decide in the future to create maps, the basic steps are right in your process analysis table.

**Next Month:**

**Implementing a Customer Driven Continuous Improvement System**