

The Business Resource Material Index

These complimentary resources have been gathered to assist our clients with up to date information and practical advice about ISO. Please do not hesitate to request any number that you feel will be of assistance to you and your Quality Management Team.

AREA	RESOURCE TITLE
AUDITING TOPICS	10 Audit Tips for Internal Auditors & QM's
	5 Quick Tips to Prepare for a Registration Audit
	A Guide to Becoming a Lead Auditor
	Audit Questions for Management Responsibilities
	Audit Questions by Registrar Auditors
	Code of Conduct Letter for Internal Auditors
	Example of an Internal Audit Report
	ISO Requirements and Measurement s
	The Quality Manager's Responsibilities for an Audit
	The Secret of Surviving an Audit for Employees & Team Members
	Sample of Audit Report Template
	How to Assemble a Successful Team
	Sample of a Management Review Checklist
	Summary of Changes in the ISO 19011:2011
	Tips for the Auditor on How to Add Value
AS9100 AEROSPACE	Changes from AS9100 Rev B to Rev C
	Bombardier Requirements: Issue Oct.04
	IAQG 9100 Rev B to C Changes
	AS9100 Detailed Changes by Axeon
	AS9100 Changes by Intertek
	AS9101 Rev D New Requirements
	Process Effectiveness Assessment (PEAR) Form
	Intended Good Consequenses of AS9101 PEAR's
What is NADCAP?	
CONTINUAL IMPROVEMENT	Series of Articles on Continual Improvement
	Auditing Continual Improvement: When is enough?
	Continual Improvement Record Sheet
	Corrective Action Request Form
	Documenting a Non Conformity
	8D Process Report Form
	The Pareto Diagram as a Tool
	The Trend Chart as a Tool
	The Data Collection Form as a Tool
	The Comparative Ranking Tool
	The Affinity Diagram
	The Cause & Effect Diagram
	The Nominal Group Technique
	Nonconformance, Corrective and Preventive Action Report NCPAR
	Measurement Analysis and Improvement Report
Series of Articles on Root Cause by Ernie Payette	

	Understand the “Why” Side of Your Business
CUSTOMER SATISFACTION	On the Road to Customer Service "Inside & Out" ISO Survey Samples (for Customer Satisfaction) Customer Satisfaction Articles from our Quality Review 7 Steps to Dealing With Unhappy Customers
DOCUMENTATION	The 6 Mandatory Documented Procedures of ISO 9001 ISO Terms & Requirements for Documentation The 21 Records Required by ISO 9001
EMERGENCY MGT SYSTEMS	A Guide to Business Continuity Planning (from the Canadian Gov't) Developing a Contingency Plan
FRENCH RESOURCES	ISO 9001 2000 et les organismes de services Calibre la Valeur de la confiance Layered Process Article in French Comment Survivre a un Audit Qualite Fixer des Objectifs dans L'organisation La qualite et Votre Organisation ISO 9001 Convient Aussi aux Petites Entreprises Demings Plan, Do, Check, Act Slides
GENERAL RESOURCES	A Guide to Writing Procedures The 8 Quality Management Principles Eyesore 9000: A spoof on ISO The Cost of Quality Review
HACCP	HACCP Advantage Guidebook HACCP Advantage Program Manual
ISO 9001 QMS	ISO 9001:2008 Glossary of Terms Key Changes to ISO 9000:2005 Fundamentals & Vocabulary Key Changes from ISO 9001:2000 to ISO 9001:2008 Questions and Answers About ISO 9001:2008
ISO 13485	Comparison of 13485 Standards Comparison of 13485:2003 with the FDA 21CFR820 Requirements 21 CFR Part II FDA Guidelines ISO 13485 IA Process Requirements Matrix (blank) Secrets of Surviving a 13485 Audit Harmonizing QM requirements for Medical Devices Guide to the Revised Medical Devices Directive Oct 07 Medical Device Regulations Process in Canada ISO 13485:2003 Audit Checklist Relationship Between the FDA CFR820 and ISO 9001
ISO 14001	An Overview of 14001 How Did 14001 (EMS) Evolve?

	Comparison 9001 2008 with 14001 2004
	ISO 14001 Glossary of Terms
	Steps to Implementing ISO 14001
RC14001	RC14001 Fact Sheet
	RCMS: Responsible Care Management System Specifications
	What is RC14001
ISO 17025	A Guide to Pipetting (ISO 8655)
	Achieving Quality in a Laboratory Environment
	Beginners Guide for Uncertainty of Measurement Information
	CAEL Policy in Measurement of Uncertainty
	Ten Tips for Proper Pipetting Techniques
	Work Procedures Required by ISO 17025
	Web Sites for ISO 17025 Information
ISO/OHSAS 18001	Benefits of OHSAS 18001
	H&S Sample Appendix
	H & S Sample Procedure
	How Did OHSAS Evolve?
	How to Conduct Workplace Inspections
	OHSAS 18001:2007 Glossary of Terms
	Pitfalls to Avoid & Implementation Procedures for OHSAS
	Steps to Implementing OHSAS 18001
	Why Would a Company Wish to Have OHSAS 18001?
ISO 22000 FSMS	Food Safety & ISO References and Related Resources
	Company Security Checklist for Food Producers
	ISO 22000 General Information Article
	Comparison of ISO 9001 and ISO 22000
ISO/IEC 17799 ISMS	An Introduction to 17799 and 27001
	ISO /IEC 17799 Self Assessment Checklist
	Steps to Create a Security Policy
	New Restrictions on Data Processing
	Managing Vendor (Privacy) Relationship
	Secure Destruction of Personal Information Fact Sheet
ISO 26000	7 Core Subjects of Social Responsibility
	Benefits of ISO 26000
ISO/IEC 27001 ISMS	Intro & Information for ISO/IEC 27001 Certification
	Comparison of 9001, 14001 & 27001 Standards
	How is Fault Established with a Security Breach?
	IT Security Manager's Checklist
IT RESOURCES	Glossary of Terms
TS16949	An Implementation Guide for TS16949

	“The Rules” from the IATF
	Example of a TS16949 Quality Manual (2002 version)
	TS Requirements for Mapping Tool
CORE TOOLS	
PPAP	PPAP 4 th Edition Changes
	Example of Parts Submission Form (used with PPAP)
	PPAP Requirements Checklist
	GM Customer Specifics (PPAP)
SPC (Statistical Process Control)	SPC: Key Ingredients to Introduce SPC
	SPC: Statistical Concepts That Work For You
IMPLEMENTATIONS	Selecting a Registrar & Contact Information
	Implementation Strategies
	The Do’s & Don’ts of ISO Implementation
	The ISO Registrar Role
	Questions to Ask Potential Registrars
	Implementing ISO
	Self Assessment ISO Checklist
INTEGRATED MGMT SYSTEMS	IMS Matrix Comparison Chart: 9001:14001:18001
	Example of 9001/14001 Quality Manual
	Pitfalls to Avoid When Integrating Management Systems
LEAN, 5S & 6 SIGMA	6 Sigma Memory Joggers
	6 Sigma: What, Why and How
	6 Sigma: Glossary of Terms
	What is 6 Sigma?
	Applying 5S to Housekeeping for Safety
LAYERED PROCESS AUDITS (LPA’S)	A Guide to Implementing Layered Process Audits
	LPA’s Don ‘t Believe They’re Just Audits
	LPA’S: It’s Not Just About Finding Non conformances
	Practices to Make LPA’s Easier
	Top 5 LPA Mistakes
MANAGEMENT RESOURCES	6 Guidelines for Productive Meetings
	7 Tips to Effective Listening (with Test Quiz)
	8 Common Causes of Conflict in the Workplace
	ADCVT (Analyzing, Developing, Conducting & Validating Training)
	Employee Training Plan and Record Form
	How Good is Your Delegation? (Quiz)
	It’s All About Teamwork
	Small Business Guidebook to Quality Management
	Time Tips
	Ten Common Interviewing Mistakes

	Tips for Effective Communicating and Writing
	Ten Most Common Time Management Mistakes
	Ten Principles of Successful Delegation
	Workplace Violence Quiz (from the OHSCO)
	Workplace Violence: Summary of Bill 168
PROJECT MANAGEMENT	What is Project Management?
	Project Communication Plan Template
PROCESS APPROACH & RESOURCES	FAQ's About the Process Approach
	Process Approach 4 pg Outline
	Process Audit Turtle Diagram (Blank Form)
	Process Flow Chart
	Process Flow for Management of an Audit
	Process Requirements Matrix Checklist
	How to Set Up a Basic Flow Chart
FMEA & RISK MGT & RISK ANALYSIS	ICH Q9 (Guidance for Industry)
	Frequently Asked Questions About ICH Q9
	FMEA: Risk Management Tools for Pharmaceutical Companies
	Risk Analysis & Hazard ID Methodology
	Risk Interview Questions
	Risk List Form (Opportunity)
	Risk List Form (Threat)
	The 5 Steps to Risk Assessment Template
	The 10 Steps to Conduct PFMEA's
ISO 31000 Risk Mgmt & Assessment	17 Benefits of Implementing ISO 31000
	ISO 31000 Risk Assessment Checklist
	Impact of ISO 31000 on Existing ERM Programs
	Why Implement an ISO 31000 System
RAB/QSA CERTIFICATION	How to Legally Publish Your ISO Registration
	Internal Auditor Log
	LA Recertification Requirements
	RAB QSA Certification for Internal Auditor
REACH EC 1907/2006	What is Reach? (European regulation on safe use of chemicals)