

## The BRC Supports Aviation Leader's Commitment to Quality

EMTEQ is a worldwide leader in the production of innovative products for the aviation industry. In addition to finished products, EMTEQ provides comprehensive solutions, offering design, certification and consulting services to the air transport, corporate and military markets.

EMTEQ's registered ISO 9001 and AS9100 Quality Management Systems are just the beginning of its commitment to quality and the customer. The company's true dedication is personified through a number of intangible qualities that emphasize support, response, and openness. A collection of qualities referred to as "The Q-Factor".

## THE NEED: A Hands-On Partner to Support Continual Improvement & Customer Focus

Continued success has presented EMTEQ with one of the best challenges a company could want - how to maintain consistency, efficiency and quality during a time of significant growth.

"We needed a partner that could work directly with our internal stakeholders to help implement our ongoing improvements and changes," noted Linda Thurston, QA Manager at EMTEQ. "Our management has always been directly involved in quality as a core focus of the company. We needed someone to contribute experience and advice to the decision-making process, and then help to take on some of the workload during implementation."

## The BRC As A Consulting Partner

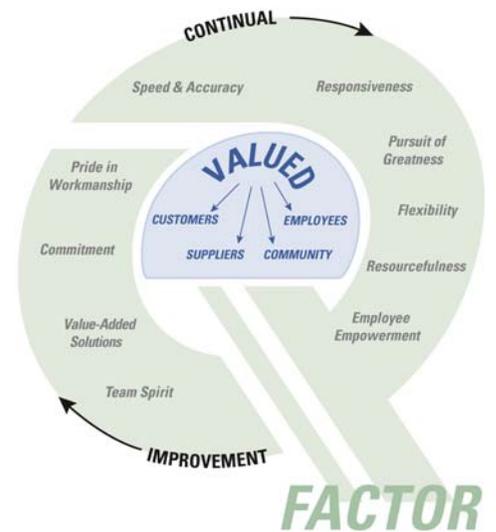
The Business Resource Centre's (BRC) highly qualified personnel worked with EMTEQ in a number of capacities, using Aviation and Aerospace experience to assist in training, auditing and consulting.

As a subject matter expert, The BRC offered insight to support decisions, and acted as an extra pair of hands to implement improvements.

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"The BRC has delivered on all fronts - training our staff, auditing our QMS, and providing general consulting services to implement improvements to our system."

- Linda Thurston  
EMTEQ QA Manager



# The Business Resource Centre - Case Study

Client: **EMTEQ**

## THE SOLUTION: A Robust QMS Aligned With Strategic Business Goals

The BRC's Certified AS9100 Lead Auditor carried out an internal audit of EMTEQ's AS9100 Rev. C Quality Management System, with an emphasis on identifying opportunities for improvement. The BRC then worked with EMTEQ to identify projects that would help to bring processes, procedures and key performance indicators in line with EMTEQ's Strategic Business Plan.

"EMTEQ's strategic plan includes specific and challenging goals related to visibility, innovation, efficiency, value and customer satisfaction," says Udaya Silva, Managing Director of EMTEQ Canada. "The BRC has helped us to re-align our Quality Management Systems to ensure that we are continually monitoring, measuring and improving the activities that align with these goals."

## What Does The BRC Offer?

The Business Resource Centre has been a trusted provider of training and consulting services in the areas of ISO, quality and management skills since 1996. Our team of experts works with organizations across Canada to implement systems, solve problems and train employees.

The BRC employs only the most talented professionals who share our philosophy of customer service and business integrity. We take the time to understand your needs - big or small - and create a customized approach that works for you.



**Trusted Experts**  
**+ Personal Service**  

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**= Higher Return on Investment**

## WHY THE BRC?

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"The BRC had the Aerospace expertise we needed, and took the time to understand our needs. They approached our relationship as a partnership."

- Linda Thurston  
QA Manager

## THE PROCESS

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"We operate in a busy and demanding industry, and The BRC is adaptable, responsive and always accessible."

- Linda Thurston  
QA Manager

## THE RESULTS

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"The BRC gave us expert advice, high quality work and solid value for our investment."

- Udaya Silva  
Managing Director, EMTEQ Canada

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