



Quality Management Services

On-demand consulting and training support: regional, national, global

- **Management Systems: development, implementation, & maintenance**
 - **Quality Systems: ISO system solutions** – ISO 9001, BIFMA 9000/9.3, ISO/TS 16949, AS 9100, and TL 9000
 - **Environmental Management Systems:** ISO14000
 - **Safety Systems**
 - **Total Quality Management** – National Quality Standards -Malcolm Baldrige
- **Product Development Support:** all phases of product development using Advance Product Quality Planning (APQP) methodology.
- **Problem Solving:**
 - Manufacturing & service processes, product and service complaint resolution
 - Complex multi-functional problem solving using techniques such as Six Sigma, Lean, Capability Studies, FMEA, DOE, and Total Quality Management
 - Emphasis on employee involvement and teamwork; measuring and systematizing processes; reduce variation, defects, cycle times, and costs.
- **Quality Cost Systems:** defining, reporting, tracking and reduction - root cause analysis.
- **Continuous Improvement:** planning, organizing, implementing, tracking, and reporting.
- **Supplier Quality & Performance:** program development, auditing, compliance assessments, problem solving, sorting/rework activities, offshore product inspection options.
- **Human Resource Support:** position qualification definition and employee assessment - development of training catalogs and employee training matrix.
- **Interim Management Systems & Quality Services:** short and long term contractual assignments, permanent job placement options.

Call: 800-754-1198

Contact: support-team@qrginc.com

www.qrginc.com

2153 Wealthy Street SE

Suite 303

Grand Rapids, MI 49506

