

ISO 14001

ISO 9000

TE Supplement

AS9100

TS 16949

TL9000

QS-9000

WORLDWIDE REGISTRATION

NQA

NATIONAL QUALITY ASSURANCE, USA


TickIT



See your future in a standard

Company size doesn't matter. Quality does.

Today's progressive companies, both large and small, are seeking international certification of their management systems. And more and more of them are looking to NQA as their registrar. Worldwide, NQA has successfully registered over 14,000 clients. Our success is a result of continuously improving the registration process, providing value-added assessments and "keeping an eye" on our client's management system.



Some NQA clients are large (NASA, Boeing, EMC, and Canon), while many are small, having fewer than fifty employees. Large or small, every client benefits from having their quality and environmental systems audited by NQA's highly specialized and knowledgeable auditors. Maintaining a well-established management system will drive through continuing product improvement, produce additional savings, and increase competitiveness.

Management system implementation and registration will ensure:

- *Improvements in internal processes and services*
- *A competitive market advantage*
- *Reduction in the cost of quality*

Our mission

NQA, USA's partnering approach focuses on our auditors' technical expertise, a non-bureaucratic process and innovative techniques that serve as vehicles for client's management system improvements. NQA's philosophy of success is to maintain core values based on credibility, value added professionalism, integrity, communication and to provide a challenging and competent registration for all clients.



continuing savings

continuing improvements in products & services

a strategical requirement for future business

Direct Accreditation

NQA, USA holds direct accreditation with the ANSI-RAB (Registrar Accreditation Board). We can also offer international registrations to the United Kingdom Accreditation Service (UKAS) and the Dutch Accreditation Raad Voor Accreditatie (RvA)

**Multiple
Registration**

NQA assesses companies to a wide range of international management standards. This breadth of full service gives our clients an enormous advantage when they apply for registration under more than one standard:

- *ISO 9000 (manufacturing and services)*
- *QS-9000 (automotive)*
- *AS9000 (aerospace)*
- *TickIT (software)*
- *ISO 14001 (environmental)*
- *Tooling & Equipment Supplement*
- *TS 16949 (automotive)*
- *AS9100 (aerospace)*
- *TL9000 (telecommunications)*

NQA makes it easy

Our approach is non-bureaucratic, thorough, performance-based, and focused on your systems; we do not force unnecessary controls onto your processes. We conduct the audit using your policies and procedures to verify the implementation and efficacy of both. We

can be extremely flexible in meeting your registration timetable, and having performed over 14,000 registrations, we have developed a process that is proven, expedient, and efficient.

**GAIN A
COMPETITIVE
EDGE**

AS9000


QS-9000

ISO 9000

TickIT



Why NQA?

- 
- Worldwide Accreditation
 - Multiple Registration
 - Economical Multi-Site Registration
 - 14,000 Clients
 - One of the Oldest Registrars
 - Continuous Surveillance Program
 - Reputable and Experienced Auditors
 - Dedicated Customer Service
 - Common Sense Approach
 - Core NQA Values:
 - credibility – value-added service
 - professionalism – integrity
 - communication
 - Cost-effectiveness:
 - pricing to accommodate small firms
 - sampling plans for companies with three or more facilities
 - competitive rates for all companies with no hidden costs

"To our colleagues at NQA, thanks for your contributions to the Johnson Space Center Quality Management Systems and safe and successful completion of Phase Two of the International Space Station."

— Commendation from NASA Johnson Space Center

Industry experience

NQA hires the most experienced auditors and provides continuous training to enhance their abilities. NQA office staff and auditors receive both internal and external training, in

addition to semi-annual training conferences, to ensure they stay current with industry trends. This investment makes our personnel the most knowledgeable auditors in the industry.

On average, NQA auditors possess over 15 years experience in auditing management systems. You won't have to teach our auditor your business. They have extensive backgrounds in:

- **High Tech**
- **Aerospace**
- **Trucking/Transportation**
- **Printing**
- **Personnel Staffing**
- **Electro - Mechanical Manufacturing**
- **Software**
- **Service Industries**
- **And many, many more**



"The rapid expansion of American Power Conversion (APC) increased the complexities associated with producing high quality products. NQA has successfully partnered with us helping to achieve high standards of quality on a worldwide basis."

— Faezah Haddad, Corporate ISO Manager, American Power Conversion

Cost-effective registrations

Developing quality and environmental management systems can require a substantial investment of both time and corporate resources. But becoming nationally or internationally registered need not be counter-productive or expensive - at least not with NQA.

With over 14,000 clients and ten years experience, NQA has developed and continues to improve its unique registration process. This process not only keeps the system current, but eliminates the cost of re-assessment after three years.

NQA has pricing structures to accommodate small firms and cost-effective sampling plans for large companies. Also, there are no hidden costs in your quotation.

Multi-Site Registration

Multi-site registration with NQA is facilitated by our worldwide offices which include North America, Europe, the Middle East and Asia. So wherever your facilities or subsidiaries are located, service is fast, and travel costs are minimized. For companies with three or more facilities, sampling plans are available which typically reduce your assessment and travel costs even further.

Our processes are streamlined and practical. While we thoroughly evaluate your system to the standards, we will modify our approach to accommodate your organization's needs.



credibility
value-added
integrity
professionalism
communication

"The NQA staff was knowledgeable and supportive during our original implementation of the ISO 9002-1994, and continues to offer interpretation clarification during our transition to the current standard, ISO 9001-2000...they are true advocates of their core business functions as registrars."

— Sandee Davignon, Quality Manager, Banneker Industries Inc.

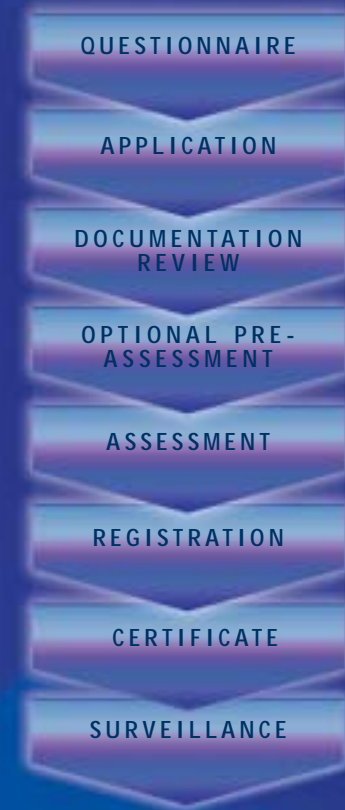
Are you ready? The world is waiting

Although registration can be as stressful and confusing as a final exam, NQA eliminates some of the confusion by providing continuous feedback throughout the process. Each applicant is assigned a lead auditor who will be a technical resource for assessment activities. Project management services are also available to assist larger organizations.

In addition to offering a streamlined process, NQA is the only registrar to offer a full-time customer service department to supply fast, accurate information both before and after registration.

NQA is a member of the Independent Association of Accredited Registrars, and all of its auditors have been certified by the Registration Accreditation Board in the U.S., or the International Register of Certificated Auditors in the U.K. NQA participates on various committees, including TC 176 (for ISO 9000) and TC 207 (ISO 14001).

THE KEY STEPS



ANSI-RAB Accreditation Mark held through National Quality Assurance USA Inc. (NQA, USA Inc.).

"UKAS and RvA Accreditation held by National Quality Assurance Ltd. in respect of activities covered by Certificate No. 015 and C186 (including appendices respectively). National Quality Assurance Ltd. (NQA) office accredited by UKAS and RvA: Gainsborough House, Houghton Hall Park, Houghton Regs, Dunstable, UK
NQA Registered Office: Vintage House, 37 Albert Embankment, London, SE1 7UJ, England".





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