

QUALITY MANAGEMENT.



Ensure the quality reputation of your business.

Compliance measures, quality management, and industry certifications are increasingly important in today's competitive business climate. You can create a sustainable competitive advantage in the marketplace by building a reputation known for quality that not only attracts new customers but also retains existing ones. CONNSTEP can help you meet your customers' requirements and align them with the rest of your business processes so you can compete more effectively.

WHO WE ARE

At **CONNSTEP**, we provide business consulting services that focus on identifying opportunities for growth, improving productivity, and ensuring our clients remain competitive in evolving market conditions.

We are focused on helping small and mid-sized manufacturers generate business results and thrive in today's technology-driven economy.

Quality Management Services

INTERNAL QUALITY AUDITS

Focus on running your business while qualified consultants perform a strategic internal quality audit. We'll even train your internal quality auditors to maintain your quality registration.

QUALITY CERTIFICATION

Make the business decision to become registered to a quality standard that will help you attract new customers, retain existing customers, and compete more effectively in the global market.

QUALITY ESSENTIALS PROGRAM (QEP)

Designed to address the growing need for skilled quality workers in manufacturing. QEP is led by our team of instructors with years of quality management experience. Program participants learn essential quality principles, concepts, tools, and tasks.

QUALITY MENTORING

Our team of experienced quality management instructors will design a course based on your company needs. **Potential topics, but not limited to, are:**

- **WORKPLACE SKILLS**
- **PRINT READING & MEASUREMENT FOR MANUFACTURING**
- **QUALITY MANAGEMENT SYSTEMS & BASIC AUDIT PRINCIPLES**
- **PROBLEM SOLVING USING PLAN-DO-CHECK-ACT (PDCA), A3, AND ROOT CAUSE ANALYSIS (RCA)**
- **PRODUCTION PARTS APPROVAL PROCESS (PPAP)**
- **FAILURE MODE EFFECTS ANALYSIS (FMEA)**
- **MISTAKE PROOFING**

Our QMS Specialists can assist with registration in these quality standards:

Aerospace Standard

AS 9100D, AS 9110, AS 9120 Certification

Automotive Standard

IATF 16949 Certification

Energy Management System Standard

ISO 50001 Certification

Environmental Management Systems (EMS) Standard

ISO 14001 Certification

General Quality Standard

ISO 9001:2015 Certification

Laboratory Standard

ISO 17025 Certification

Medical Device Standard

ISO 13485, FDA CFR Title 21 Part 820 Certification

National Aerospace & Defense Contractors Accreditation Program

NADCAP Certification

Occupational Health and Safety Standard

OHSAS 18001 Certification

United States Military Standard

Mil-STDs Certifications



Another
CONNSTEP
Success Story

**PRECISION EXPRESS
MANUFACTURING**

Precision Express Manufacturing (PEM) is a Swiss CNC machine shop for high quality, precision parts. The company was interested in becoming certified to the ISO 9001 standard to meet the increasing requirements of some of their existing customers, and also help them to attract new ones with their new certification. CONNSTEP managed the implementation to the new standard, and we also conducted their internal quality audit.

CAREY MANUFACTURING

The Director of Quality & External Relations at **Carey Manufacturing** attended CONNSTEP's five-week Quality Essentials Program (QEP) to improve her limited knowledge about quality tools and techniques, and leveraged her coursework to set up a quality management system for their organization.