



**Assessment, certification and training for  
small and medium size enterprises to  
internationally recognized standards**

PROFESSIONAL QUALITY  
ASSESSMENTS INTERNATIONAL

*PQA is a certification body  
accredited to operate  
internationally*



Quality - ISO 9001



Medical - ISO 13485



Environmental - ISO 14001



Safety - OSHAS 18001



## Testimonials

Check out what other clients and consultants think about PQA's service.

### **Certified 4 companies with PQA**

*"I have personally used PQA International's services to implement ISO 9001 systems for 4 different companies over the past decade. A friend recommended PQA, a company he had used, as an affordable yet down to earth source that I could trust. More than just the price, their people made the implementation process a most rewarding experience. Every time PQA helped to support me with an implementation, the company concerned realized gains from improvement efficiencies—always more than twice the first year's cost of certification. Each company reported greater customer satisfaction and enjoyed increased market share, And we passed customer audits with a 95% - 100% scoring. PQA International has my highest recommendation."*

**Michael C Gleason, Colorado.**

### **ISO 9001 and ISO 14001 certified company**

*"By presenting the ISO material in an extremely organized and easily understandable format, PQA enabled TCC to become ISO compliant fairly quickly. I strongly recommend PQA to any organization desiring to generate employee enthusiasm for the ISO process throughout all levels of the company."*

**Technical Cable Concepts, Inc., California**

### **A new company's experience**

*"I would like to take this opportunity to thank PQA for the services provided during our recent ISO assessment/certification. The auditor training was very comprehensive and thorough. PQA did an excellent job of explaining the material in a way that was easily comprehended by everyone. The certification visit was a bit more intense, but equally successful. All of our employees now have a greater appreciation for the ISO certification process, and the role it will play in the success of our company. Our management team will continue to dedicate the resources required to maintain our Approved ISO status."*

**Veris Manufacturing, (A QCM Company), USA & Mexico**

## Top Reasons For ISO 9001 Certification

- Companies with ISO 9001 report winning and retaining more business
- Most certified organizations prefer to do business with other ISO certified or compliant companies.
- Companies with ISO 9001 report improved customer demand.

**For Small to Mid-size Enterprises, becoming ISO certified or compliant can be simple and affordable. Many clients report savings even in the first year.**

## Services

PQA is accredited to certify companies to ISO 9001, ISO 14001, and ISO 13485 quality and environmental management standards. We also offer management and staff training and internal auditor training and certification. We offer IAF-accredited certifications for ISO 9001, ISO 14001 and OSHAS 18001 through our partnership with QEC Certification in the UK. QEC is accredited by UKAS.

**We specialize in working with small and medium sized organizations.**

- Cost-effective services available throughout North America (the US, Canada, Mexico) and in the UK, translation needed for other countries.
- PQA's range of clients and areas of expertise include a wide variety of manufacturing, distribution and service industries.
- Full compliance review of your Quality or Environmental documentation with gap-analysis report
- Training workshops for your internal auditors leading to certification for successful candidates
- Compliance assessments for ISO 9001, ISO 14001, ISO 13485, and OSHAS 18001, with appropriate accredited certifications if approved
- Special expertise in working with and interpreting the requirements of the ISO standards for small and medium size organizations
- A genuine "Partnership" relationship with all clients, offering the benefit of a Help Line
- All assessors and trainers are registered lead auditors



## Working Together for Mutual Benefit and Value

ISO 9000 says “An organization and its suppliers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.”

**At PQA International we believe in working together in partnership with our clients to improve their quality and environmental systems and thus their customer and community service.**

### Background



PQA was established by Stuart Powell in 1986 after many years of owning and operating small companies in the manufacturing, distribution and service industry sectors. During the 1990s, Stuart presented workshops on Quality Assurance and ISO 9000 for the European Community’s regional office. Stuart is a prolific newspaper/magazine article writer and course contributor on such subjects as TQM, QA and ISO 9000.



PQA International’s growing team of seasoned auditors with industry experience is led by Joanne McCulley — a registered lead auditor and a senior member of the American Society for Quality.

Joanne was certified as an auditor in 1997. Joanne’s prior experience includes 18 years in program development, project management, budget control, leadership of cross-functional teams, supply chain management, documentation, and communication in industries from distribution, insurance, education, and healthcare; and 15 years in manufacturing and Quality Assurance.



PQA’s Customer Relations are led by Mark McCulley. Mark’s 25+ years of business experience include extensive leadership, cross-functional team coordination, project design and management, and training. As a small business owner for over 10 years, Mark served on the boards of two non-profit organizations, and understands the challenges and importance of effective management systems.

### Helped improve customer focus

*“Professional Quality Assessment’s assistance and expertise in implementing our quality management system has been instrumental to our success in a highly competitive market. The increased focus on the customer and the many other positive changes made during the years we have worked with PQA have been extremely beneficial to our business. Implementation of ISO 9001 has not only improved our [metal manufacturing] processes but has helped us communicate our commitment to customers, old and new.”*

**Mikron Manufacturing, Inc., Colorado**

### ISO 9001 helped produce our rapid growth

*“Memory Experts International, Inc., is a multinational manufacturer of proprietary memory expansion boards, hard drive subsystems, cabling products and network equipment connectivity devices. The company is certified by PQA to ISO 9001, and ISO 14001.*

*“Memory Experts has grown rapidly since the initial certification and we have maintained and sustained our growth by close adherence to a documented Quality System that continues to be closely examined and audited by PQA, our chosen accreditation body. We would strongly recommend PQA to small or mid- sized companies who are considering ISO certification.”*

**Memory Experts International, Canada, USA, and United Kingdom**

### Helped us achieve double digit growth

*“VTI Instruments established a relationship with PQA in 1997 to help us establish quality standards and procedures, that would allow us to grow the company and continuously improve our processes. Since the relationship, we have achieved double digit growth every year, and have become recognized as the quality leader in our industry, being selected by virtually every major electronic supplier worldwide as a trusted resource. We would like to thank PQA for being a continued partner in our business.”*

**VTI Instruments, Inc., CA, OH**

## **Confidence well placed**

*"In operating a growing technology firm, our procedures must be thorough and complete, and pass the scrutiny of our clients. Many of which involve governmental, regulatory, and military standards. PQA was instrumental as we developed a system, which not only meets the ISO standard, but also addresses those requirements.*

*"PQA provided staff training which helped us create our internal audit system. Their guidance, suggestions, and ideas were essential in integrating the ISO standard into our daily operations. I would, with great confidence, recommend PQA to any firm considering ISO certification and training. They provided real solutions to unique situations, a practical approach, and outstanding results."*

**NexGen Digital, Inc., California**

## **Help for one of LA's busiest mailing houses**

*"PQA International has been an inspiration to The Mailing House, Inc. Our company has provided direct mail services since 1946. PQA International's ISO training and certification has given our company new life and has motivated our employees to focus on providing customers with the highest quality service. Without their assistance our ISO 9001 certification wouldn't have been possible. I highly recommend their service to any company contemplating ISO certification."*

**The Mailing House, California**

## **Precision manufacturer of medical and specialty components**

*"PQA International has provided Magnum Tool Company the direction, training, and certification assessments needed to make our Quality Management System perform to the ISO 9001 and ISO 13485 Standards. Our manufacturing companies in Colorado Springs serve a variety of customers from medical, automotive, defense, and aerospace industries. PQA International's team collaborates with us in the development of our systems to meet the diverse requirements from our customer base. Because of their common sense approach and professionalism, I would highly recommend them to any company, no matter where you are in your ISO journey."*

**Magnum Manufacturing Inc, Colorado**

## **Your Next Step?**

### **How can PQA support your organization's objectives?**

We always begin with an in-depth discussion of your needs because we specialize in providing a very personalized service tailored to your exact needs. For further information about our cost-effective programs covering training and certification for small and medium-sized organizations, contact us via phone or email.

We recommend that you begin with a visit from one of our lead assessors/trainers to discuss your situation and advise on the way forward to ISO certification. Your audit fees will be based on the number of employees in the company and the complexity of your operations.

We look forward to helping you pursue your quality or environmental project in a cost effective manner.

### **Contact us at:**

PQA — Professional Quality Assessments International

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