



Impact of Process Improvement on ISO 9001:2000 Certification

A specialty pipe threading and service business in the Houston area decided to revitalize their Continuous Improvement effort by having P Squared Consulting train their employees in the P Squared Process Improvement method. The training highlighted such topics as team management, identification of problems, solving the problems, and using the right tools to accomplish the task. Simulated situations are used that can afterwards be applied to real-life situations.

The company was preparing to upgrade certification of their quality processes to the new ISO 9001:2000 standard revision. The Process Improvement training supported the certification process allowing the company to demonstrate compliance in:

- Improvement in corrective action
- Enhancement of preventive actions
- Strengthened focus on continuous improvement

After P Squared training, at a recent quarterly ISO audit, the auditor noted a remarkable “sudden” improvement in these areas. The company has now established company-wide goals focused on continuous improvement with follow-up action planning.

The training skilled them in process flowcharting, understanding the impact of linked processes on subsequent steps, and the monitoring and controlling processes performance to achieve the goals they set. A common language and method has been established and employee teams have clear direction and are able to identify true problem root cause. Teams have accomplished such goals as reduced cycle time, reduced mean time to invoice, and product defect elimination.

Above all, the training helped take the company’s quality to a new level – providing the direct result of more satisfied customers. ***“Our clients benefit from the P Squared Process Improvement program in many ways — less errors, greater efficiencies, and a better safety environment.”***

