



# AQA INTERNATIONAL NEWSLETTER

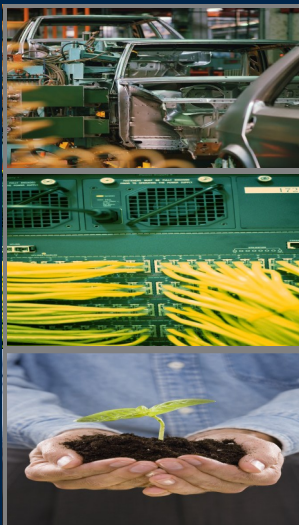
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## Featured Client:

Digium, Inc., the Asterisk® company, created, owns and is the innovative force behind Asterisk, the most widely used open source telephony software which turns an ordinary computer into a feature-rich voice communications server making it simple to create and deploy a wide range of telephony applications and services. Headquartered in Huntsville, AL, the company's product line includes a wide range of hardware and software to enable resellers and customers to implement turnkey VoIP systems or to design their own custom telephony solutions.



Since its founding in 1999, Digium has become the open source alternative to proprietary communication providers, with offerings that cost as much as 80 percent less. With a mission to transform the way businesses acquire and operate their communications systems through the application of open source software, Digium offers Asterisk software free to the open source community and offers Asterisk Business Edition and Switchvox IP PBX software to power a broad family of products for small, medium and large businesses.

Along with their energetic and hip culture, Digium's core values and beliefs reflect the philosophy of Asterisk and the open source revolution. An idea and solution driven company, Digium believes in constant innovation through the open source development and delivering what they promise in both business and personal relationships. For more information regarding Digium, please check out the following website: [www.digium.com](http://www.digium.com)

## The 8-D Process, Discipline 3

*Article Written by: Richard Everhardt, AQA Auditor*

In this issue of the AQA newsletter let's focus on Discipline 3 of the 8-D problem Solving Process: Implement & Verify Short-Term Corrective Actions.

This discipline begins after the initial problem investigation. If you are investigating a potential problem with a product, all lots of product that are potentially affected by the same problem must be identified and their locations pinpointed. If possible, specific lot numbers and/or date codes of potentially affected lots must be listed in this portion of the report. You can consider putting all lots on hold to avoid shipment of nonconforming product to other customers. In severe cases, such as in a high-risk product you may need to do a re-call of all shipped product.

The main objective of this part of the problem solving process is to isolate the effects of a problem on the customer (internal or external) by implementing containment actions. Once a problem has been described, immediate actions are to be taken to isolate the problem.

Common containment actions include: (a) 100% sorting of components; (b) 100% inspection of finished goods prior to shipment; (c) parts purchased from a vendor rather than manufactured in-house; (d) tooling changed more frequently and (e) re-training operators in established processes. Unfortunately, most of these actions will add cost to the product. However, it is important to protect the customer from the effects of the problem until permanent corrective actions can be verified and implemented.

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These interim actions will contain the problem. In a sense it stops the infection before it can be spread. It is important to remember that these interim actions are only “short-term” fixes. Temporary fixes can have many actions that must be implemented and verified. To help ensure that these temporary fixes are effective, developing a written plan, as part of the 8-D documentation, is a good course of action to take.

**The Containment Action Plan Includes:**

- a. The action to be taken. Be specific in quantities, lot numbers, machines involved, etc.
- b. Responsibility. Who is responsible to ensure that the action is taken?
- c. Timing. When is the temporary fix to be implemented? Use a specific date instead of ASAP.
- d. Verified. Ensure that the effectiveness of the temporary fix is determined and documented. This will help in removing it later.

The following format can be adopted for your needs:

**Containment Action Plan**

**Problem Description:**

ACTION TO BE TAKEN	RESPONSIBILITY	WHEN WILL THE CONTAINMENT ACTION BEGIN/END	HOW WILL IT BE VERIFIED

As you contemplate this discipline and the applicability to your current problem, remember these points: (a) This is an optional stage. Containment actions may not be necessary if the part being investigated is not currently in production or if you are investigating a process issue; (b) the containment actions are implemented to protect the customer. Containment actions may not be necessary if the problem has not resulted in nonconforming product being shipped to a customer or if the problem has not had any adverse effect on other processes within the organization; (c) It is crucial that these containment actions be used only until the situation can be researched resulting in permanent corrective actions being implemented; and (d) ensure that these containment actions are effective through a periodic verification through data from the management system.

During the period in which containment actions are taking place, many useful things must be pursued as a first step in finding the “root cause”. These include: (a) establishing an investigative plan; (b) obtaining baseline data; (c) initiating an on-going control system; (d) developing a follow-up and communications system; (e) correcting products already produced; (f) conduct special studies; (g) review experiences and data with current trends to understand more about the problem and to forecast the future.

As with the other disciplines, there are pitfalls to avoid in this stage of the completing 8-D process:

- Not removing the temporary fix. These fixes such as adding extra inspections, inadvertently become part of normal procedure; long after the problem has been solved. This can cost a great deal of money.
- Failure to ensure that the temporary fix does not cause other problems. Containment or a fix for a problem may actually make the situation worse than it was before the temporary fix was put into place.

Even though this is often an “optional” stage, it does provide an immediate relief and grants you some time to start the all important process of root cause analysis that we will examine in the next issue.



Accessible, Understandable Registration

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## Who to Contact at AQA International

If you have questions about your certification or services we offer, please feel free to call : **800-281-4384**

**Operations**  
**Jerry Stillinger**  
(International)  
Ext. 225

**Jay Cleary**  
(North America)  
Ext. 248

**Brian Sanders**  
(Auditor Certification Mgr)  
Ext. 230

**Client Relations**  
**Managers**  
**Jackie Lockett**  
(Senior)  
Ext. 223

**Danielle Pope**  
Ext. 237

**Holly Harmon**  
(Regional)  
Ext. 239

**Donna Blight**  
Ext. 244

**Business Development**  
**Stacey Blazik**  
Ext. 222

**Ansley Whiteside**  
Ext. 229

**Dennis Gillan**  
Ext. 235

**Accounting**  
**Maureen Secrest**  
Ext. 232



**AQA Newsflash:** Dennis Gillan, AQA's Business Development Associate will be attending the Institute of Scrap Recycling Industries Inc.'s (ISRI) 2011 ISRI Convention and Exposition in Los Angeles, CA on April 6-7, 2011. He will be attending the following programs:

*Wednesday, April 6—ISRI Electronics Certification Program: Fine Tuning for R2/RIOS certification*  
*Thursday, April 7—Take Action with RIOS*

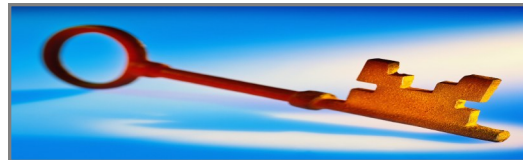
For more information regarding the ISRI convention, check out their website:  
[www.isriconvention.org](http://www.isriconvention.org)

## Meet the Staff:

Originally from Toledo, OH, Cherie Schneider currently holds the position of Client Relations Manager in AQA's Midwest Office. Cherie has been with AQA Midwest for almost a year and enjoys the people, teamwork and the camaraderie with her auditors in the field. Prior to coming to AQA, Cherie worked for CRS/SAI global which became SAI/QMI and worked on both the certification and consulting/training sides of the business. Before that she was a logistics coordinator for Alfalfa Company and prior to that Office Mgr for a computer consulting and networking company. In her free time, Cherie enjoys hanging out with family and friends, being outdoors and loves pretty much any sport including tennis, golf, skiing and horseback riding. We are very excited to have her on board and look forward to many years of working together!



## AQA Training: The Key to Success



Come join us for public training courses geared to meet your needs!

<u>Month</u>	<u>Date</u>	<u>Class</u>	<u>Days</u>	<u>Cost</u>	<u>Location</u>
<b>April</b>	<b>4-6</b>	AS9100 Internal Auditor	3.0	\$975	Ann Arbor, MI
	<b>13-15</b>	ISO 9001:2008 Internal Auditor	3.0	\$975	Columbia, SC
<b>May</b>	<b>9-11</b>	TS 16949 Internal Auditor	3.0	\$975	Ann Arbor, MI
<b>June</b>	<b>13-15</b>	ISO 9001:2008 Internal Auditor	3.0	\$975	Ann Arbor, MI
	<b>22-24</b>	AS9100 Internal Auditor	3.0	\$975	Columbia, SC
<b>July</b>	<b>20-22</b>	ISO 9001:2008 Internal Auditor	3.0	\$975	Columbia, SC
<b>August</b>	<b>17-19</b>	Integrated Management System Internal Auditor	3.0	\$975	Columbia, SC
<b>September</b>	<b>7-9</b>	ISO 9001:2008 Internal Auditor	3.0	\$975	Columbia, SC

Any of the above referenced courses can be customized to fit any of your training needs with onsite training. For more information regarding any of our classes or how to sign up, please contact Ansley Whiteside at 800-281-4384 or check out training updates on our website!

[www.aqainternational.com](http://www.aqainternational.com)