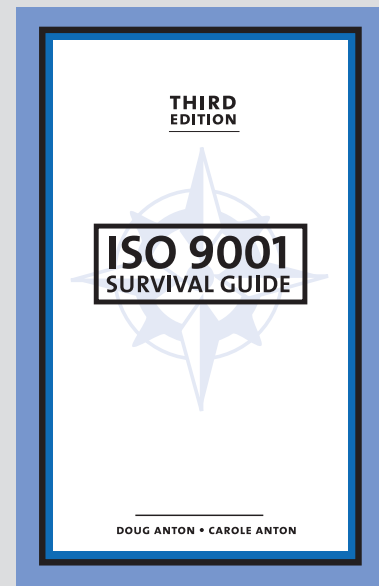


ISO 9001 ANSWERS

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QUOTES

I highly recommend that companies implementing ISO 9001 read and use this handbook.

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*James Lamb, Quality Assurance Manager,
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AUTHORS

Doug Anton has over two decades of experience with ISO 9000. He first used the standard in 1988 to develop a company-wide quality system that encompassed both product and process quality.



Through AEM Consulting Group, founded in 1993, Doug and Carole Anton have guided scores of companies through successful ISO 9001, 13485, QS-9000, TS 16949 and AS9100 implementation. They sell other ISO 9001 products including software templates, featuring their unique documentation approach, the Scripted Flowchart Process™, ISO Installation and ISO Education Kits.

Doug managed production, manufacturing engineering, facilities, quality assurance and numerous special projects: MRP II, JIT and Activity-Based Costing at Black and Decker. He now leads companies through improvement projects with quality systems, lean enterprise and MRP/ERP.

Carole's background is in accounting with CPA firms and corporate finance. She now directs operations for AEM.



**AEM Consulting
Group, Inc.**

US \$19.90

ISBN-13: 978-0-9672170-8-6
ISBN-10: 0-9672170-8-3

Available from:
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