



R&R Newsletter

Reducing Risk/Removing Waste

ISO Support Group

AUGUST 2008

**An ISO 9001:2000
Registered Company**

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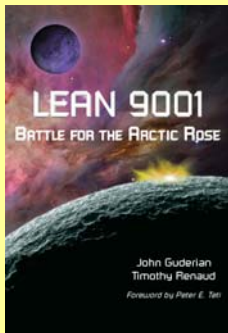
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Training Services!

OUR NEW BOOK!

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this book.



CAN LEAN HELP?

Want to know if Lean
applies to your business?

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Assessment Service

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VISA & MasterCard
accepted!

In the Fall, this Newsletter will begin covering the fundamentals of each Clause of the new ISO 9001:2008 Standard and since "Lean" fits nicely with it, John Guderian and myself decided to write a story about it (...actually it's a science-fiction thriller). Here's a reprint of the Preface from our book...

LEAN + ISO 9001 – Can they work together?

Lean 9001: Battle for the Arctic Rose... describes how a company in the distant future uses ISO 9001 as a business management tool and a Lean strategy enabler. We hope that managers involved in implementing, maintaining, or improving Lean, quality assurance and other business systems will find the book helpful and entertaining.

The book contrasts different approaches to implementing Lean and ISO 9001. It demonstrates how simple, common mistakes can lead to disastrous results. It also illustrates how, when implemented in the spirit in which they were conceived, Lean and ISO 9001 complement one another to produce a successful, synergistic system. When they are not implemented in the spirit in which they were conceived, ISO 9001 becomes a bureaucratic, non-value-added burden, and Lean just another passing fad destined for the scrap heap of management programs past.

Lean 9001 demonstrates how to do things right. Although the story is fictional, it is based on actual situations that we experienced throughout our combined 40+ career years in manufacturing and service operations. By implementing Lean and ISO 9001 in the manner described in this book, companies can dramatically improve customer satisfaction and profits. However, this book is by no means a comprehensive study of Lean or of the ISO 9001 standard and it should not be used as an implementation manual (many of the books we list as references are much better suited for this purpose). Every company has its own unique set of challenges, and a "cookie-cutter" approach to solving problems will almost always fail. The methods outlined in this book should be customized—with a good dose of common sense—for every company's unique requirements.

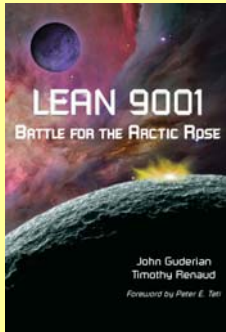
There are several reasons that we chose to use a novel to discuss a modern approach to Lean and ISO 9001. First, we want to revive some of the excitement that surrounded ISO 9001 when it was first issued. People need to realize that ISO 9001 is the best quality management system standard ever published, and that most companies still have a long way to go before they realize its full potential. Leaders also need to realize the exciting possibilities of integrating ISO 9001 with Lean strategies. What better way is there to paint a portrait of possibilities than through a novel? Secondly, we hope that this book will be read by a wider group of people than those who would normally read a business book. There is still a huge untapped pool of people that could benefit from understanding ISO 9001 and Lean strategies better. Finally, we want people to see themselves and their colleagues in the book's characters. We want people to laugh at their past mistakes, and to realize that they are not alone in having made them...

To view more information about LEAN + ISO 9001... you can visit our Newsletter page: www.isosupport.com/newsletters/newsletters.htm

PS: Don't forget to look at the Q&A section for some final thoughts...

OUR NEW BOOK!

Click [HERE](#) to see inside this book.



TRAINING:

- Process/Value Stream Mapping
- 5S for Service/Mfg
- Lean Essentials/Kaizen
- Business Modeling and Performance Measure'ts
- Root Cause Analysis and Corrective Action
- Mistake Proofing
- Continual Process Improvement
- Strategic/Business Planning
- Malcolm Baldrige Training
- Privacy Program Training (PIPEDA)

****View [agendas](#) at our website****

Email Tim.. [HERE](#)

For more information on training provided by ISG on Process Improvement/Lean (Manufacturing/Office), please visit our website at www.isosupport.com. Once there, you will also find information about the following:

"Process Improvement/Lean Assessment: Can Lean help you?"

If you want to find out if Lean applies to your business, visit our website and read about our Lean Assessment Service by going to:

http://www.isosupport.com/services/lean/srvcs_pi_lean.htm

"The 3 Biggest Mistakes People Make with ISO 9001"; ISO 9001:2000 Tips, Tools and Techniques

Click here: <http://www.isosupport.com/books/books.htm>

If you enjoyed reading our previous ISO Newsletters you'll find that this book contains many of the practical approaches and advice that I've discussed in these Newsletters over the past 5 years.

Q: Ever heard of TWI or Training Within Industry?

A: If you have, then you'd know that the US government created the TWI program during World War II to support the war production effort, when millions of civilians needed to be quickly trained to do production jobs as soldiers went off to war. The program was directed at supervisors. While TWI largely faded away in the U.S. following the war and the shutdown of the government program, it was introduced to Japan and took hold at Toyota. Central to TWI are three "J" or "Jobs" programs called Job Instruction (JI), Job Methods (JM) and Job Relations (JR), which address the processes of instructing people on the best way to perform jobs, continuous improvement, and improved communication and leadership skills. Although TWI ties into ISO 9001 (and LEAN) in so many ways, the most obvious direct connection has to do with standardized work which most companies struggle to achieve, but which TWI is most commonly known for (Job Instruction – JI Program). TWI gets back to the basics and emphasizes a simple approach. Stay tuned because it's starting to make a comeback... and it fits well under the Lean 9001 topic.

Until next time...

Tim Renaud

Helping Business Professionals Reduce Risk and Remove Waste!

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Tim Renaud, P.Eng., B.A.Sc., is a senior trainer and consultant with the ISO Support Group. His business experience covers over twenty-two years with both small and large organizations within various industries. He began consulting in 1992 and achieved ISO 9001 Registration for ISO Support Group in Oct/1998. Specific areas of expertise include training and consulting on installing ISO Management Systems, as well as implementing Process Improvement Strategies, always with a focus on reducing risk and removing waste (becoming Lean). Association memberships include the American Society for Quality (ASQ) and the Professional Engineers Ontario (PEO).