

WHEATLEY CANADA LTD.

Implementing International standards to meet customer demands.

"We've had quite a few beneficial spin-offs." - Michael Ernst, Quality Control
Canadian operations

Calgary-based, Wheatley manufactures check valves for the oil industry. The company employs about 100 people. Wheatley offers a perfect example of how a small company can use standards to create markets.

European operations

Wheatley's main markets are in the U.K. and Holland because of the North Sea oil industry. Wheatley has a sister company in the U.S.

Important points

Initially, Wheatley implemented the CSA Z299.3 as a result of end-user demand.

Then Wheatley's American sister company lost a contract because the Europeans said their Q1 Quality Assurance Program was not adequate.

Michael Ernst, who has been working in quality control for eight years, approached the Quality Management Institute about the ISO 9003 standard.

Wheatley Canada implemented the 9003 in July of 1989 and almost immediately picked-up some contracts from its American sister company because they didn't have an ISO 9000 standard.

Mr. Ernst makes the following observations:

- * The ISO 9003 falls roughly in-between the CSA Z299.4 and the CSA Z299.3