

VALMET AUTOMATION (CANADA) LTD. (continued)

* "The ISO 9003 is actually a guillotine at the factory door. Its emphasis is on final inspection and testing."

* "We started in January 1990. Most of the procedures were already in place. It was a question of rationalizing and documenting them."

* "The goal is ISO 9001. The 9003 was really an internal learning process. It got a common language flowing, etc."

* "The real benefit of 9001 is the control it gives over design. Without it there is always the danger of things going too far down the development pipeline before problems are identified."

Valmet's gauges contain nuclear material. Therefore it is vital for them to be aware of the various health and safety regulations regarding radioactive materials.

* "We have to re-design for particular countries in order to satisfy their specific standards," says Mr. Charlton.

These national requirements mean that specific testing and certification usually must be done by the country in question.

* As their biggest customers are Germany, Holland, Finland and Spain, Mr. Charlton says, it would be most useful to have an agreement with the standards bodies of those countries registering the CSA as a certification body.

Mr. Charlton noted that there was definitely a marketing advantage to having a QAP, citing the interest expressed by North American customers.