

CANADIAN FOREST PRODUCTS

Implementing a Quality Assurance Program in a pulp and paper mill.

"It's just good business sense." - Mr. Greg Hutton, Quality Control Technologist
Canadian operations

Canadian Forest Products Ltd. has annual sales of close to \$1 billion and supplies a range of pulp, paper, and lumber products to markets around the globe. Canfor's headquarters are located in Vancouver.

Canfor's Prince George Pulp and Paper Mills Division was the first pulp and paper mill in Canada to be registered to the ISO 9003 quality assurance standard. In fact, the mills' Quality Assurance Program is dual registered to the Canadian Z299.4 and the ISO 9003. The mills produce sack Kraft paper and various grades of bleached Kraft pulp.

European operations

A significant percentage of Canadian Forest Products Ltd.'s products are marketed in Europe. The company has a marketing division called Canfor Pulp Sales, with a sales office in Brussels.

Prince George Pulp and Paper began receiving questionnaires in 1987 from their European customers regarding their quality program and level of Quality Assurance Program registration.

They developed their program to improve the quality of their products and to address the concerns of those customers interested in purchasing product from a quality-registered producer. The ISO 9003 program was not implemented in response to Europe 1992; it just happens that it fits hand-and-glove with what is happening with Europe 1992.