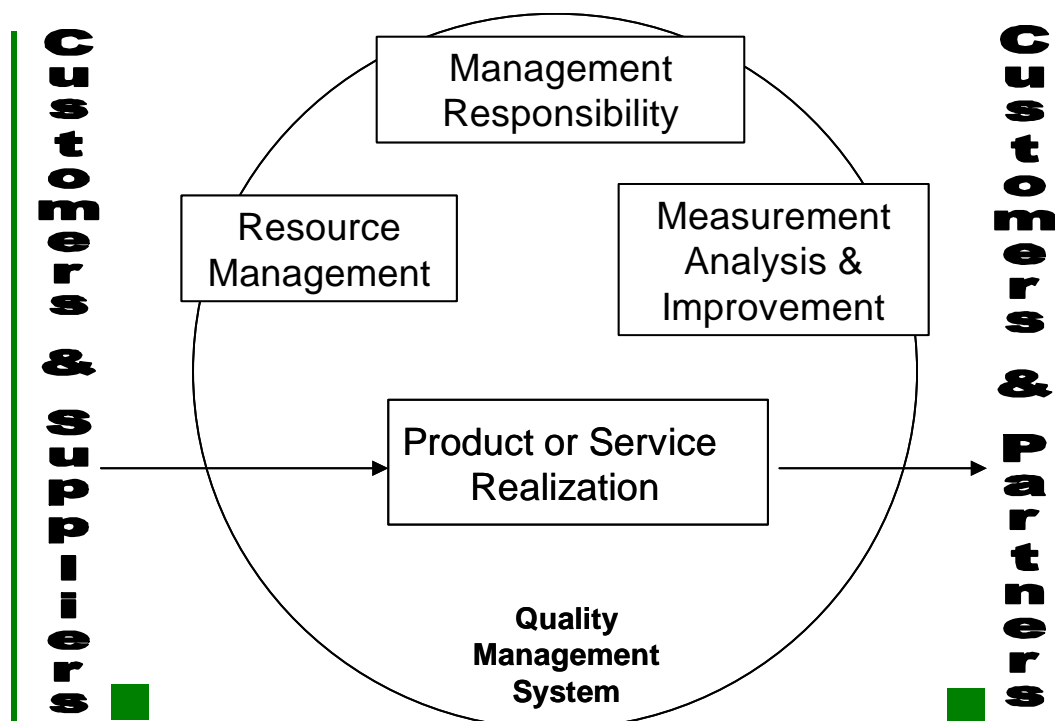


ISO 9000:2000 - Update Support

Update your QMS* Certification to the new ISO 9000:2000 Standard with support services from Lockhart Leadership:

Let Lockhart supply the support you need to effectively update your QMS and ensure it's compliant with the new ISO 9000:2000 Standards.



The simplified ISO 9000:2000 QMS Model

The **ISO 9000:2000 Standard** has expanded, simplified and better organized the requirements for compliance. It uses a continuous improvement process model as depicted above to address the eight key principles found in an effective Quality Management System (QMS). These are:

- Leadership
- Customer focus
- Involvement of all personnel
- Process approach
- Systematic approach to management
- Continuous improvement towards excellence
- Fact based decision making
- Mutually beneficial supplier relations

Lockhart Leadership Limited

20 Midland Crescent
 Nepean, Ontario, Canada K2H 8N1
 Tel: (613) 721-8220
 email: gcard@quality-manager.ca
www.lockhart-leadership.com
www.quality-manager.com

*QMS=Quality Management System
 Lockhart uses certified Quality System Professionals to deliver its Support Services for ISO 9000:2000.