



quality-manager.com - Support Services

Supplement your Quality Management System (QMS) activities with world-class support & tools from Lockhart Leadership:

Lockhart offers a wide range of support services which include on-site delivery, remote monitoring and tools, via our <quality-manager.com> web site:

Professional On-Site Consulting and Support

- Trained/ Certified experts for your Quality needs.
- Proven business organizational recommendations.
- Business process advice and consulting.
- Documentation updates compliant with ISO 9000.
- Tools and methods, support and suggestions.
- Records management and escalation.
- Internal auditing at the right level for you:
 1. Take full responsibility for Internal Audits.
 2. Provide Lead Assessor to lead your Team.
 3. Provide additional Auditors to supplement.
 4. Monitor Certification/ Surveillance Audits on your behalf. (Bridge-Ware)
- Facilitation/ participation in mgt. strategy meetings.
- Problem solving or decision making workshops.
- Specialized training for all members of your Team.
- Deliverables/ costs tailored to your budget.

Lockhart partners with advanced Application Service Providers (ASPs) to provide on-line tools that will enhance the administration of any QMS at an affordable price.

¹ State of the Art Web based Monitoring and Tools

- Information and updates on the latest Quality news.
- "Ask the Expert" quality manager— ² FAQ's, etc.
- Inter-company FORUM for voicing ideas and asking opinions of other businesses and industries.
- Company secure Website with user based privileges and access.
- On-Line Documentation-Safe© / Mind-Share©:
 1. Quality Policy.
 2. Business /System Procedures.
 3. Process Flow Charts & Diagrams.
 4. Registry, Logs, Forms and Templates.
 5. Drawings, Standards and Reference forms.
- Reliable Document/ Data control mechanisms:
 1. On-line tools for managing your QMS.
 2. Tasks, audits, NCR, improvement suggestions, document change, forms & reporting.
 3. Logs based on powerful database tools.
 4. Training Materials and ³ CBT's.
 5. Local Scheduler for Audits, Meetings, Training, etc. (Info-There).
 6. Secure access/ back-up -128 bit encryption.
- Other related and required information and tools:
 1. Health and Safety forms, schedule & logs.
 2. Product, Pricing, HR & other bus. data.

¹ Request On-Site support via QM.com.

² FAQ's-Frequently Asked Questions.

³ CBT-Computer Based Training, coming soon.

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