

CANCION

THE CARIBBEAN ASSOCIATION OF NATIONAL TELECOMMUNICATION ORGANIZATIONS

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OHM INTERNATIONAL Corp. ISO 9002 Certified

OHM International Corporation, U.S.A., has been issued certification under the Quality System of ISO9002: 1994 relating to the supply of electrical apparatus and equipment, telephone and data products, and industrial materials.

The term "ISO" has been in the news a lot lately, but there is still a lot of confusion as to what ISO means and how it can help those telephone utility companies who buy from "ISO" suppliers.

Contrary to popular belief, "ISO" is not an acronym. It is a word that comes from the Greek work "isos" which means equal or same.

The International Organization for Standardization is a non-governmental organization that has delegates from over 100 nations. It was established in 1946 and is located in Geneva, Switzerland. This

governing body establishes all the ISO standards. Have you ever seen an intermodal box container that is suited to ride on a trailer chassis, rail car or in the hold of a ship? Regardless of where in the world they may be, these intermodal box containers are all the same size.

The International Organization for Standardization is the governing body that standardized the intermodal box containers so that they would all be ISO (i.e., the same).

The ISO 9002 standard is for the service and distribution companies or companies that manufacture a product that was designed by someone else.

Since OHM is a distributor for telecommunication products, along with other commodities, they would be tested for compliance with the ISO 9002 standard.

<h2>REGISTRATION</h2>	
Perry Johnson Registrars, Inc., has assessed the Quality System of:	
OHM International Corporation 2900 Wilcrest Suite 150 Houston, TX 77042-3355	
(hereinafter called the Supplier) and hereby declares that Supplier is in compliance with:	
ISO 9002:1994	
This Registration is in respect to the following scope of supply:	
Electrical Apparatus and Equipment, Telephone & Data Products, and Industrial Materials	
<small>Such products shall be manufactured by the Supplier at, or such processes or services shall be offered at, or from, only the address given above. This Registration is granted subject to the system rules governing the Registration referred to above, and the Supplier hereby covenants with the Management body duly to observe and comply with the said rules.</small>	
For DJR:	
<small>PERRY JOHNSON REGISTRARS, INC. 26555 Evergreen, Suite 1340 Southfield, MI 48076 (248) 358-3388</small>	 
<small>Issue date: February 13, 1998</small>	<small>Expiration Date: February 12, 2001</small> <small>Cert. No. 98-079</small>

ISO 9002:1994 Registration



OHM INTERNATIONAL

20 Elements in ISO 9002 Standard

The ISO 9002 standard employs twenty elements. They are:

1. *Management Responsibility*
2. *Quality System*
3. *Contract Review*
4. *Design Control*
5. *Document & Data Control*
6. *Purchasing*
7. *Customer Supplied Product*
8. *Product Identification & Tractability*
9. *Process Control*
10. *Inspection & Testing*
11. *Control of Inspection, Measuring & Test Equipment*
12. *Inspection & Test Status*
13. *Control of Nonconforming Product*
14. *Corrective & Preventive Action*
15. *Handling, Storage, Packaging, Preservation & Delivery*
16. *Control of Quality Records*
17. *Internal Quality Audits*
18. *Training*
19. *Servicing*
20. *Statistical Techniques*

In essence, ISO 9002 is a quality system. Most companies will claim to have a quality system. The question is, is it a formal or informal quality system? A formalized quality system has documented policies and procedures, which provide fixed reference points (or guideposts) with proper checks and balances. Whereas an informal quality system is controlled primarily by verbal communication and assumptions.

Forty years ago, OHM was created by an experienced group of people from the telecommunications and electrical supply industries. The apparent key to OHM's success was in the realization that they were not a materials supply company as much as they were a service organization.

Knowing this, OHM set its internal priorities in a dramatically different fashion than other conventional supply firms. In order to properly service all customer requests, you must have formal procedures in place that offer explicit directions for everyday tasks, as well as effectively monitor customer satisfaction.

An informal system may be okay if your company is small and the boss is able to oversee every facet of the company. However, as the company grows, the informal mechanisms will need to be replaced with formal ones if you want to increase or maintain your efficiency.

The decision to formalize a quality system raises another question. What standard is the quality system going to be formalized to? A formalized quality system is only as good as the standard on which it is based.

ISO 9000 is a series of standards that govern the quality systems. While most quality standards are industry specific and govern product quality, the ISO 9000 standards are industry generic and can apply to any type of product because its guidelines govern the systems that produce the product, not the product itself.

ISO 9000 functions under the premise that product quality can be best achieved in the long haul if the quality system that produces the product is formalized. The ISO 9000 standards are the most comprehensive and are internationally recognized.

In addition to receiving their ISO certification this year, OHM International is also celebrating its 40th year anniversary in 1998.

OHM International has set up a more detailed description of the complete ISO Quality Program at their website. You can reach it at www.ohminternational.com.