



Consulting • Auditing • Training
An ISO Registered Company

News and Information

December 2006

In This Issue:

We hope that everyone has had a great Thanksgiving and that you make it through the upcoming holiday season in great shape.

In this edition of our newsletter we want to share the following information with you:

- Customer Satisfaction thoughts and thanks
- QS-9000 / ISO TS16949 considerations
- New Eagle Group industry affiliation with the NACD
- Eagle Group chosen to perform Responsible Distribution ProcessSM Verifications
- Responsible Care - Proposed changes
- Aerospace AS9110 – Aerospace Registration for repair stations
- Compliance auditing

With these e-news communications, you'll find current information regarding the status of the various ISO based Standards and links where you can gain greater insight and knowledge on the subjects you're most interested.

We are also interested in using the e-news tool to provide others the opportunity to provide tips, feedback or information they wish to share. To do so, simply e-mail your information to our webmaster@eaglegroupusa.com and we'll see if we can insert into future e-news updates.

We hope we can continue to communicate with you in this format, but if not, please indicate at the bottom of the page your desire to be removed from our distribution and we'll promptly remove your name.

From all of us at Eagle Group

Customer Satisfaction

Having trouble getting survey feedback from your customers? In support of Eagle Group's ISO 9001 registration we recently contacted a number of our customers to obtain their perception of our service and we had close to a 75% feedback response from our customers. Well if you normally send out customer surveys you know this is almost an unheard of feedback rate.

This is what we did at Eagle Group do to get this return rate:

- 1) Start with some of the best customers you could ever want to work with!
- 2) In the body of the survey letter we told our customers that we were committed to donating to charity for every response we got back!

As a result of our customers kindness Eagle Group has made donations to combat Alzheimer's disease and cancer!

We would like to again thank our customers for participating!

QS-9000 and ISO/TS 16949

QS-9000 Deadline

Just a **final** reminder, you have to make a transition to either ISO/TS 16949 or ISO 9001 by December 15th if you wish to maintain a registered management system.

A concern for all currently registered ISO/TS 16949 customers is the status of their supply chain. Most Customer Specific Requirements allow you to use your suppliers if they are registered to QS-9000 as an acceptable alternative to ISO 9001; this option dies as of this month. Have your suppliers made the transition?

Please contact Client Services if you need help in managing your supply base.

Heat Treat Requirements

FORD, DCX and GM have all addressed the New Heat Treat Requirements - CQI-9 "Special Process: Heat Treat System Assessment" and the IAOB has sent a letter to the Registrar bodies advising them to make sure their auditor are aware of the requirements in this document so that they can audit against them.

PPAP

With the release of the new PPAP earlier this year a number of the Customer Specific Requirement documents have been updated to address customer specific PPAP requirements. Are you up-to-date? Check the following links to see the widely available CSR documents or contact your customer.

<http://www.iaob.org/>

<http://www.aiag.org/quality/index.cfm>

NACD Affiliated Member



Eagle Group USA, Inc. has joined NACD as an Affiliate Program participant.

The National Association of Chemical Distributors (NACD) is an organization that supports the interest of the chemical distribution business and chemical suppliers. Within the charter of NACD is a membership requirement commonly referred to as: RDP or Responsible Distribution Process. The RDP process requires the member organization to fully embrace the principles of being responsible for the handling and care of chemical products and the processes required supporting this activity. NACD and its more than 250 chemical distribution member companies have established themselves as leaders in health, safety, security, and environmental performance through implementation of the *Responsible Distribution ProcessSM (RDP)*, established in 1991 as a *condition of membership* in NACD. RDP is a third-party verified management practice. For additional information, visit NACD's Web site — <http://www.nacd.com>.

The NACD RDP principles are separate and not part of the Responsible Care[®] initiative of the American Chemical Council Association (ACC).

Responsible Distribution ProcessSM Verifications

Compliance Solutions Group LLC of Baton Rouge, LA, and Eagle Group USA, Inc., of Rochester Hills, MI, have been designated by NACD to conduct on-site third-party Responsible Distribution ProcessSM Verifications of NACD member companies for the third three-year audit cycle.

Responsible Distribution ProcessSM Verifications, a condition of membership in the NACD, it is an on-site, three-year audit cycle that includes a visit to each NACD member company by an independent, third-party firm. The purpose of the verification is to verify implementation of a member company's Responsible Distribution ProcessSM process. The third three-year cycle is scheduled to begin later this year. The first cycle began in 1998.

Responsible Care®

The American Chemistry Council's (ACC) Strategic Review Board (SRB) has made eight recommendations on how to improve the Responsible Care program:

- Create one, integrated standard based upon the RCMS® Technical Specification.
- Revise Guiding Principles (Integrate sustainable development and be consistent with global chemical industry policies and commitments).
- Establish Responsible Care program goals and targets for all metrics.
- Adopt new ACC performance measures; and public reporting of performance at the Responsible Care program level and at the company level.
- Link security and risk to Corporate Social Responsibility, sustainability and business value.
- Create one integrated audit.
- Involve external stakeholders in Responsible Care program governance and oversight.
- Expand and streamline outreach programs to achieve transparency and accountability and also member efficiencies.

For more information on these recommendations please visit the ACC site at http://www.responsiblecaretoolkit.com/pdfs/SRB_October_2006.pdf.

AS9110 - Quality management system for Aerospace Maintenance Organizations

AS 9110 is a new standard that was developed by aerospace professionals to meet the specific requirements of Aerospace Maintenance Organizations. AS 9110 incorporates the requirements of ISO 9001–2000 and specifies additional requirements for a quality management system for Aerospace Maintenance Organizations.

Certification to AS 9110 will communicate to the Aerospace industry and your customers that your organization is dedicated to maintaining the highest quality of service and continually focus on improving your customer satisfaction. AS 9110 will assist in regulatory compliance for those companies required to maintain repair station certificates issued by the

Federal Aviation Administration or other Civil Aviation Authority. This assistance is realized through identification of deficiencies discovered during the internal audit program and registrar audits required to maintain AS 9110 certification.

For AS9100 registered organizations utilizing vendors that are AS 9110 certified may potentially decrease costs to perform vendors audits through the analysis of audits reported.

Compliance Auditing

As part of our efforts to meet all of your Management Systems needs we have added compliance auditing to the services provided by Eagle Group USA.

Environmental Compliance Auditing - To help you in your "commitment to compliance" for maintaining an Environmental Management System (such as ISO 14001, RC14001 and Responsible Care Management System[®]) we can help by conducting your periodic evaluations of your compliance system (ISO 14001 4.5.2.1). Audit Results are reported per ASTM E 2107 Standard Practice for Environmental Regulatory Compliance Audits.

Occupational Health and Safety Compliance Auditing - To help you to maintain Proactive measures of performance that monitor compliance with applicable legislation and regulatory requirements" for maintaining an OH&S Management System (such as OHSAS 18001, ANSI/AIHA Z10, RC14001 and Responsible Care Management System[®]) we can help by conducting your periodic evaluations of your compliance system (OHSAS 18001 4.5.1). Audit Results are reported per ASTM E 2107 Standard Practice for Environmental Regulatory Compliance Audits (Note there isn't a standard for OH&S reporting so we use the environmental format).

Quality Management System Compliance Auditing - To help you in your "commitment to compliance" for maintaining a Quality Management System (ISO 9001 5.1 a, such as ISO 9001, ISO/TS 16949 and TL 9000) we can help by conducting your periodic evaluations of your compliance system (Such as complying with DOT and OSHA requirements). Audit Results are reported per ASTM E 2107 Standard Practice for Environmental Regulatory Compliance Audits.

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To Contact Us

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We may also be reached by writing to us at the following address:

Eagle Group USA, Inc.
1968 Rochester Industrial Drive
Rochester Hills, MI 48309
(248) 355-4421
(800) 508-9044
Fax (248) 355-4623

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