

# Impacts ISO 9000 Standards and Six Sigma Projects



Walter Pancik (left), United States Postal Service (USPS), Headquarters Manager for PATS in Washington, D.C. with Deborah Johnson, a PATS Group Training Leader (GTL), and Dr. Donald Fisher, PATS Developer.

ISO 9001:2000 is a general set of principles for good management and is accepted internationally as the sign of a quality-driven company. PATS directly impacts the 6.2 Human Resources Clause of ISO 9001:2000 certification. PATS not only benefits all the areas directly related to training, but has a positive impact on areas such as design control, management responsibility, and purchasing. Because PATS directly involves the employee workforce in the identification and design of crucial work processes, it makes quality a company-wide process instead of only a management commitment.

PATS equips Six Sigma Teams with a fully integrated system to drive continuous improvement at all levels in any enterprise. The goal of Six Sigma is to develop processes so robust that defects are measured at levels with only a few failures per million. PATS (Window-Based) software helps remove barriers for Six Sigma success by automating work through training scripts, documenting best practices, transferring real-time project information to employees and reducing employee learning curves around dedicated Six Sigma projects.

Some PATS clients in Memphis are The Memphis Group, The Peabody Hotel, One Source Industries, Sears Logistics Services, Memphis In May, The MED, FedEx, MLGW, and the Memphis branch of Searcy Uniforms.

**To Learn More About PATS, Please Visit Our Website At:**

[ProcessActivatedTraining.com](http://ProcessActivatedTraining.com)

## **PATS:** **A Revolutionary Advance In On-The-Job Training**

- *Re-engineers And Simplifies Core Work Processes*
- *Addresses ISO 9001:2000 Training Requirements And Six Sigma Projects*
- *Focuses Employees On Cycle-Time Reduction Of Core Processes*
- *Recognizes Employees For Improving Process Standards*
- *Promotes Just-In-Time Learning*
- *Reduces Employee Learning Cycle Time*
- *Documents Core Work Processes*



Carla LaRocque (left), Vice President, BRAMCO, LLC., Louisville, KY with a team of Subject Matter Experts (SMEs) working on a PATS work process.