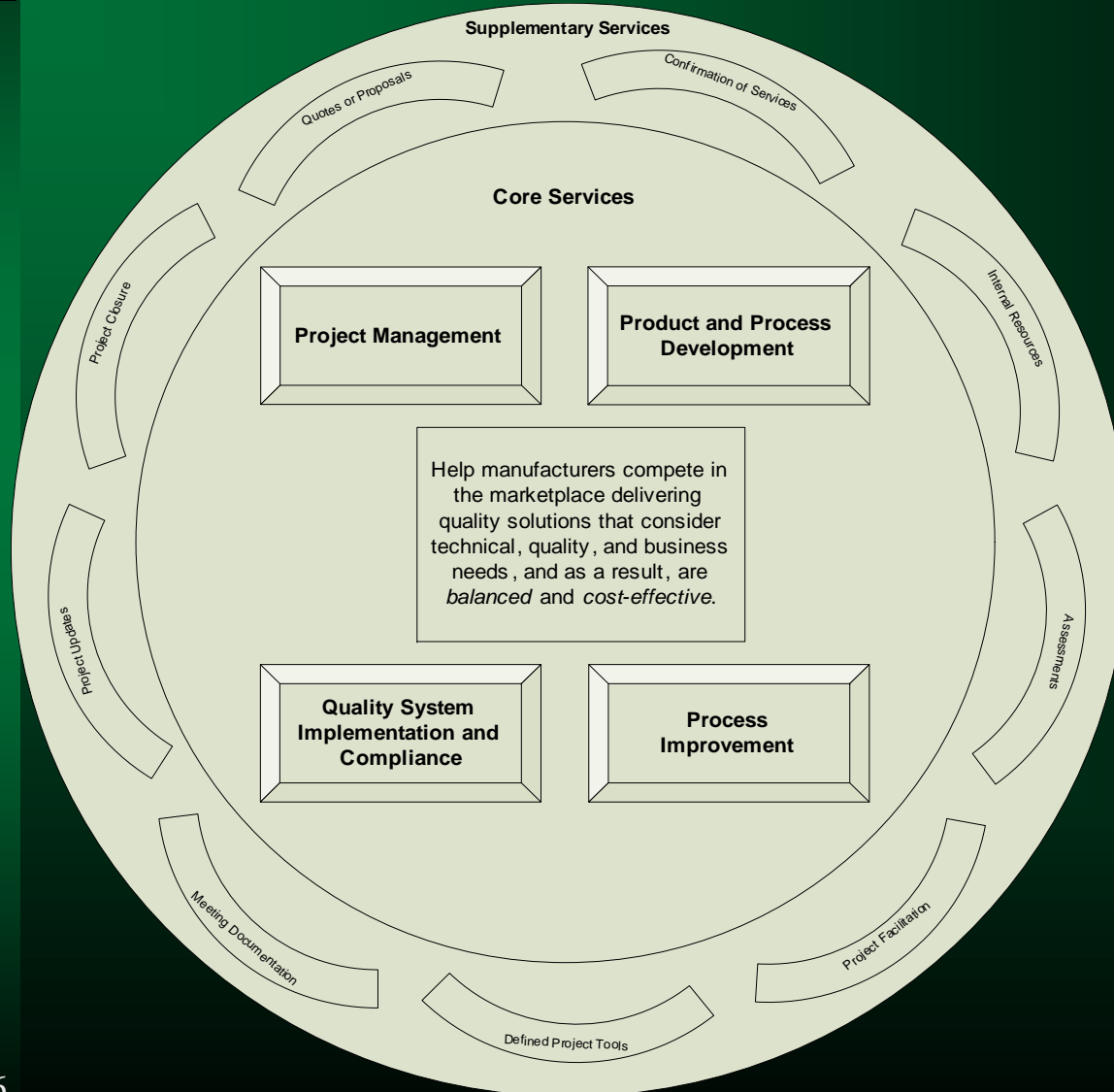




Products and Services Overview

Core Competencies



Client Benefits

- Improvement in understanding customer requirements through feedback
- Successful product launches and technology transfers
- Effective supplier management and material control
- Effective change management
- Effective corrective/preventive action and preventative maintenance programs
- Comprehensive quality, remediation, validation, manufacturing, and training plans
- Reduction in customer complaints, recalls, and internal nonconformances

Client Benefits

- Adequately trained personnel
- Reduction in internal and external failure costs
- Decrease in cycle times
- Optimization of processes
- Improvement in process flow, efficiency, and capacity
- Improvement in employee involvement and internal communication
- Readiness for FDA and ISO audits
- Enhancement of design controls
- Management by objectives, based on goals that are specific, measureable, achievable, relevant, and time-based
- Increase in customer satisfaction
- Design for manufacturability

Products and Services

- QSN offers tools, educational materials, applications, training, and resources in the following areas:
 - Project management
 - Product and process development
 - Quality system implementation and compliance
 - Process improvement

Products and Services

- Project management includes:
 - Project plans
 - Planning methods
 - Management activities

Products and Services

- Product and process development includes:
 - Design/formulation tools
 - Production/process controls
 - Manufacturability

Products and Services

- Quality system implementation and compliance includes:
 - Quality system development
 - Regulations and standards
 - Auditing

Products and Services

- Process improvement includes:
 - Project identification
 - Problem-solving
 - Process excellence

Products and Services

- Supplementary services include:
 - Quotes
 - Proposals
 - Confirmation of services
 - Internal resources
 - Assessments
 - Project facilitation
 - Defined project tools
 - Meeting documentation
 - Project updates
 - Project closure

Pricing

- Optimized business processes allow for starting fees 28% below industry average*
- Exceptional value (skilled and experienced)
- Flexible structures (project, hourly, and travel rates)

* Profile of IEEE Consultants, national fee survey, May 2003

Availability

- Long and short-term contracts
- Minimal advanced notice for scheduling
- Willing and able to travel
- On-site or remote project work
- Projects managed directly by QSN managing partners
- Project work completed by QSN managing partners and/or associates



Contact Information

Please contact QSN for a detailed list of products and services that are available to meet your needs:

Quality Solutions Now (QSN)
3251 Olympic Drive
Emmaus, PA 18049
Phone: (610) 428-5312

E-mail: quality@rcn.com

Phil Guarino – (610) 428-5312
L. Brette Travaglio – (610) 462-4090