

QUALITYDIGEST

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QS-9000 Pioneers

Co-authors and editors Chowdhury and Zimmer have compiled one of the most useful guides to QS-9000 yet published. The combination of a generic implementation methodology, an overview of the automotive standards and a series of case studies add up to create a valuable book, even for this pricey hardcover.

The book's core consists of first-hand case studies that are written by managers and which describe the implementation efforts at 13 different automotive-industry suppliers. The studies are presented one to a chapter, offering an insightful look at each company's registration drive. The studies represent an excellent range of company sizes, number of employees and products. The writing and content is of high quality.

In addition, the authors comb the case studies for common lessons and offer the reader a simple, 10-step framework for designing registration drives. It closely follows similar ISO 9000 methodologies. The book also contains a detailed overview of QS-9000 that is intended to be a supplement to the standards themselves (which are not included).

QS-9000 Pioneers (Irwin, \$50) is a valuable addition to the small shelf of QS-9000 books currently available. The case studies offer an inside look at the registration process from a wide variety of business perspectives. And they effectively illustrate the common lessons of QS-9000 implementation, as well as the specific considerations unique to various companies.