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## **KNOXVILLE AND DETROIT ACHIEVE QS9000 ACCREDITATION**

After thousands of hours of planning and preparation, the PBR Knoxville LLC, Tennessee, and the PBR Detroit Inc Sales Processing area have received their QS9000 accreditations, a necessity for major automotive suppliers in the U.S.

Hundreds of documents, procedures, instructions and forms were created and modified, and hours of personnel training were undertaken to achieve this milestone.

Before the plants were even built, it was obvious that there were going to be particular aspects that made them unique operations. This meant that the multiple instructions and plans supplied by the East Bentleigh site had to be adjusted and adapted to American conditions.

Then, in June, auditors visited the Knoxville and Detroit sites to assess compliance with the standard. Several "minor" non-conformities were discovered, but no situations were found where customers would be supplied with a non-conforming product due to a breakdown in the system.

PBR was officially notified of its approval for accreditation on August 31, 1999, after submitting corrective plans for the findings. Needless to say, celebrations are planned upon receipt of the plaques!

### **For further information:**

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