



THE QUALITY EXPERTS

WHERE IS MY PLACE IN THE SUPPLY CHAIN?

Sue Clancy

President, BIZPHYX, Inc.

February 2, 2010



AGENDA

- 1** BIZPHYX
- 2** Questions
- 3** Customer Challenges
- 4** Business Solutions for the Supply Chain

BIZPHYX, INC.



- Established in 2001
- BIZPHYX offers end to end solutions for companies implementing and certifying to ISO 9001, ISO 14001, TL 9000, AS 9100, TS 16949, Lean Six Sigma, CMMI, Malcolm Baldrige
- BIZPHYX is a WBC-Southwest certified woman-owned business
- BIZPHYX has a 100% success rate with clients that applied for quality certifications
- BIZPHYX is ISO 9001/TL 9000 registered in 2 categories

**Your
Business**

**What keeps
you awake
at night?**

**Your
Business**

**B2C?
B2B?
Tier 1
Supplier to
Fortune 500
Company?**

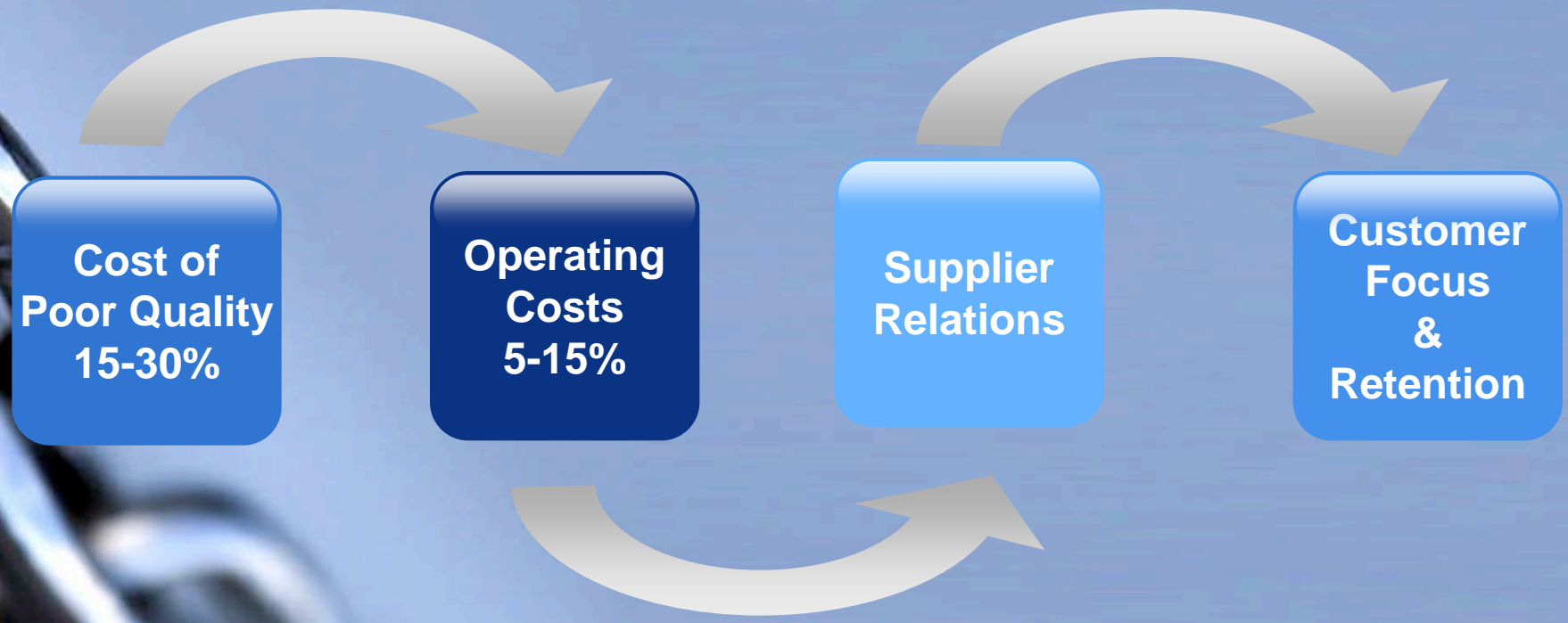
**Your
Business**

**Competitive
Edge**

**Know your market
Know your competitors
Know your capabilities**



LOW PRICING





**FLEXIBILITY
&
SPEED**

- Know Customer's Needs**
- Know Your Processes**
- Respond to Customer Requests**



Working with your customers to provide solutions when they need them and how they need them.

EXCEPTIONAL SERVICE

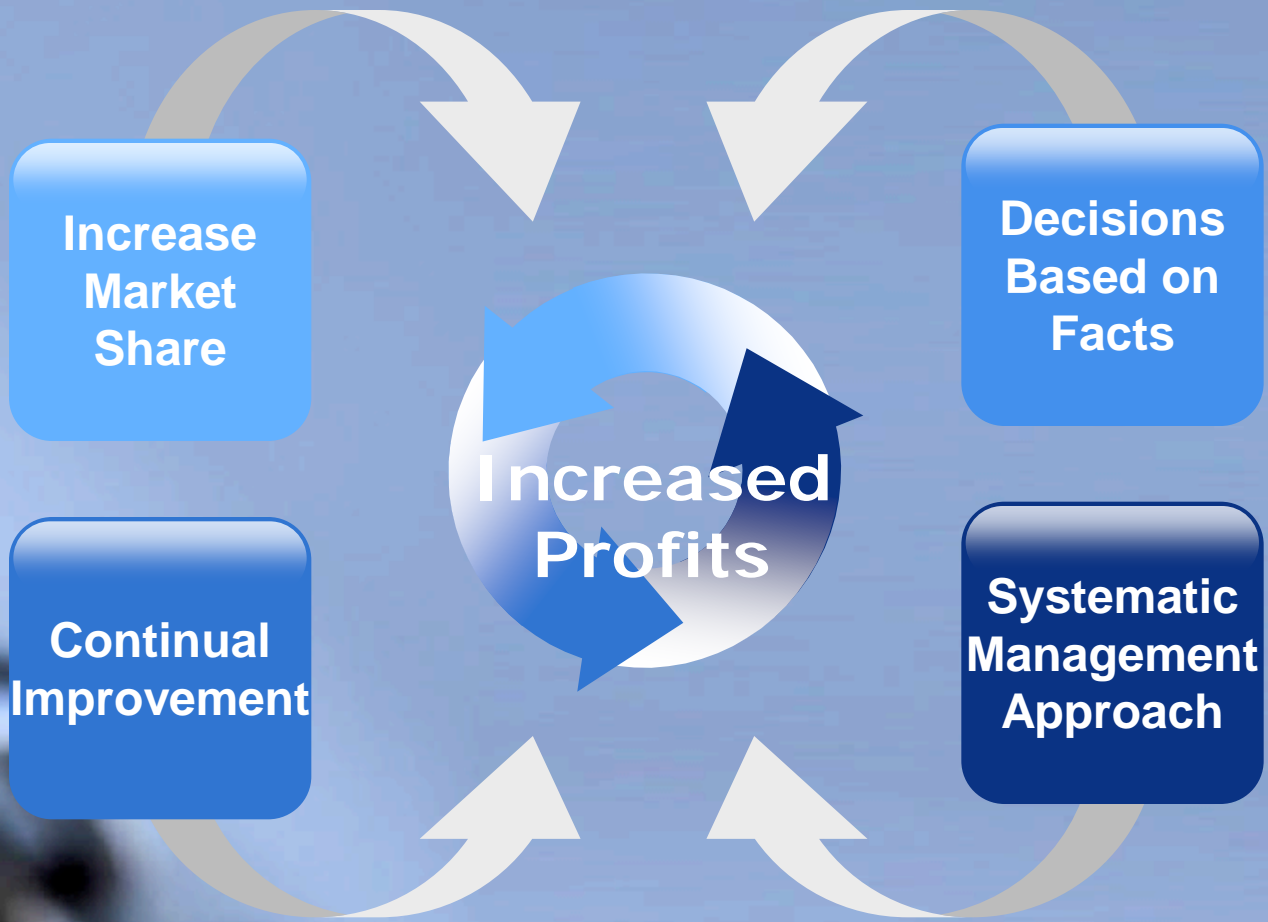
**Responsive to
Customer Complaints**

Best Customer Service

Preventive Measures

**Higher
Customer
Satisfaction
Ratings**

FINANCIAL STABILITY



**Increase
Market
Share**

**Decisions
Based on
Facts**

**Increased
Profits**

**Continual
Improvement**

**Systematic
Management
Approach**

RISK MANAGEMENT



CONSISTENCY



INNOVATION

Customer Needs

Planned Creativity

Funding for R&D



**Innovation
Provides
Solutions**



ISO 9001 PRINCIPLES OF QUALITY

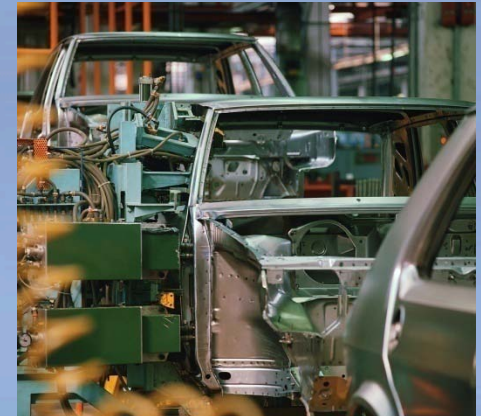


Customer Focus
Leadership
Involvement of People
Process Approach
System Approach to Management
Continual Improvement
Factual Approach to Decision Making
Mutually Beneficial Supplier Relations

ISO AND INDUSTRY STANDARDS

ISO 9001 is the foundation used by industries to build standards specific to their sector

- AS 9100 – Aerospace Industry
- TL 9000 – Telecommunications Industry
- TS 16949 – Automotive Industry



ISO AND INDUSTRY STANDARDS



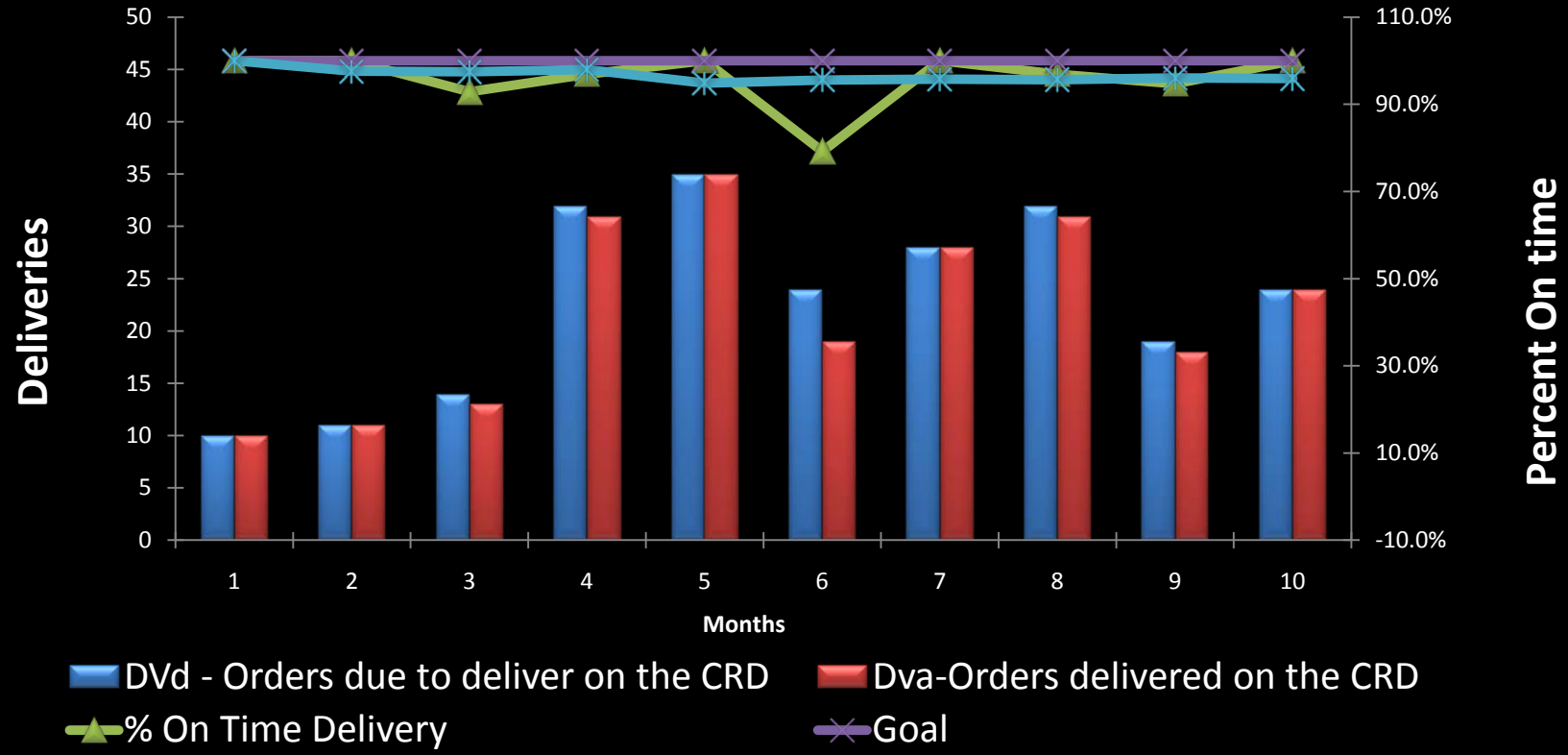
Apply to:

- **Manufacturer**
- **Hardware or Software**
- **Services**
- **Governments**

Global
Any Size Company

KNOW YOUR BUSINESS

On Time Delivery



Where is Your Place in the Supply Chain?

- Know Your Market
- Know Your Competitor
- Know Your Capabilities

Apply Best Practice Management Techniques

- ISO 9001 Certification
- Industry Quality Certification (AS 9100, TL 9000, TS 16949)

Sound Financial Management

SUCCESS STORIES!

DVBE & WBE Companies

Revenues of \$3mm in 2007.
Certified in January 2008 and
revenues jumped to \$50mm.
Experiencing continued growth.



WBE certified in September
2004, in 2009 more than doubled
the size of their company with the
purchase of a larger competitor.

SUCCESS STORIES!



Kathy Betz,
President & CEO
GAW Associates, Inc.

"TL 9000 helped us document our customer and vendor reports.

As a whole, being certified to TL 9000 has made GAW a more organized & **better company.**"

Certified 9/10/2009



Eileen Healy,
President & CEO
Healy & Company

"We received an **unexpected RFP** from a company that found us on the QuEST Forum website. They wanted to work with a quality certified company."

Certified 1/12/2009



Jeff McKnight,
President
3 Phase Technologies

"As we progressed through the implementation we could already see the difference in our overall quality. Our company has grown during our implementation"

Certify Qtr 2, 2010



Karin Williams,
President & CEO
Rio-Tel Solutions, Inc.

"The TL 9000 project has added extremely high value to our overall business."

Certified 7/8/2009

Thank You!

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Discussion
&
Questions

