

# Local firm goes international



Happy 21st Birthday  
Tonya!  
Love your best friend

**BY DOUG HARRISON**  
The Acton Tanner Williams and Associates is on top of the world — well, at least pushing to be recognized world-wide. The Acton business is one of the first consulting firms in North America to be officially registered to the ISO 9000 Series Standards. The company is registered to ISO 9002, which internationally certifies Williams and Associates to operate a Quality Assurance System for delivery of their services. "We're tickled pink about it," says David Williams, president of Williams and Associates. "Within

two years, I'll walk into McDonald's and see their ISO plaque on the wall. You can't escape it. "But we've paid our dues. We've been in business for 15 years now. We've done the grinding work and now we can capitalize on what we've gained and wrap it up in a product." The kit, selling for \$379, is currently used by hundreds of North American businesses to develop their Quality Systems. Among them are IBM, Ford, the Department of National Defence and four or five Canadian universities. The kit also contains a Word

Perfect diskette and 280 pages of text to enable the consumer to audit their own system. As of Jan. 1, 1993, Williams and Associates had sold 240 kits and have not received a complaint. The local company owns five kits: the ISO; preventative maintenance; health and safety; service quality assurance, available in a week and a human resource system. "We're making more money off the kits than our consulting," says Williams, who along with father Iain, has run the family business since 1978. "We still do consulting, but demand is higher than

we can do. We're used to dealing with people one-on-one, but we're getting three or four calls a day." It took the father and son team six months to put their policy together, including their procedures on how they run their business. The next step was a visit from one of Litton Systems' nine Quality Service Registrars in Canada to audit them. They passed. "I guess it was worth the drive," Williams jokes. "We're able to sign contracts now for products that we couldn't before we registered. We have the potential to make millions in a short time."

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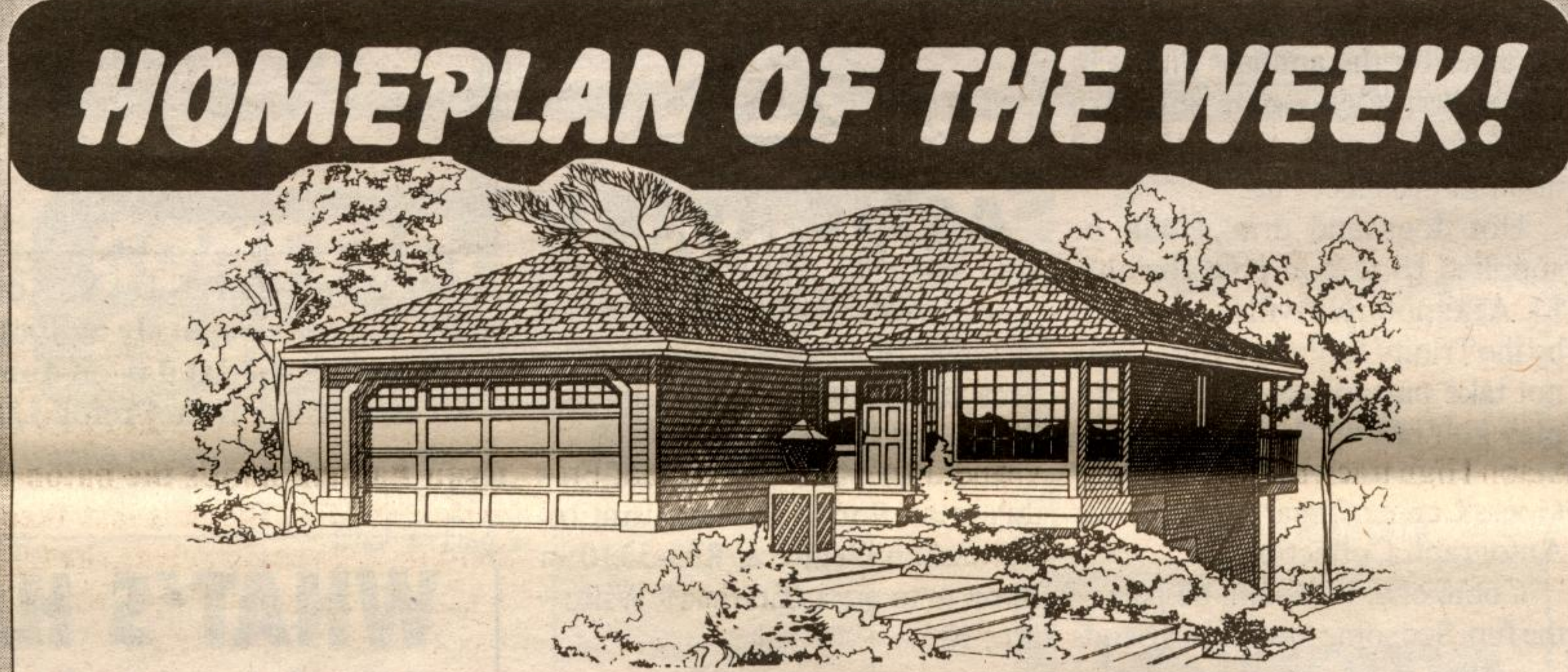
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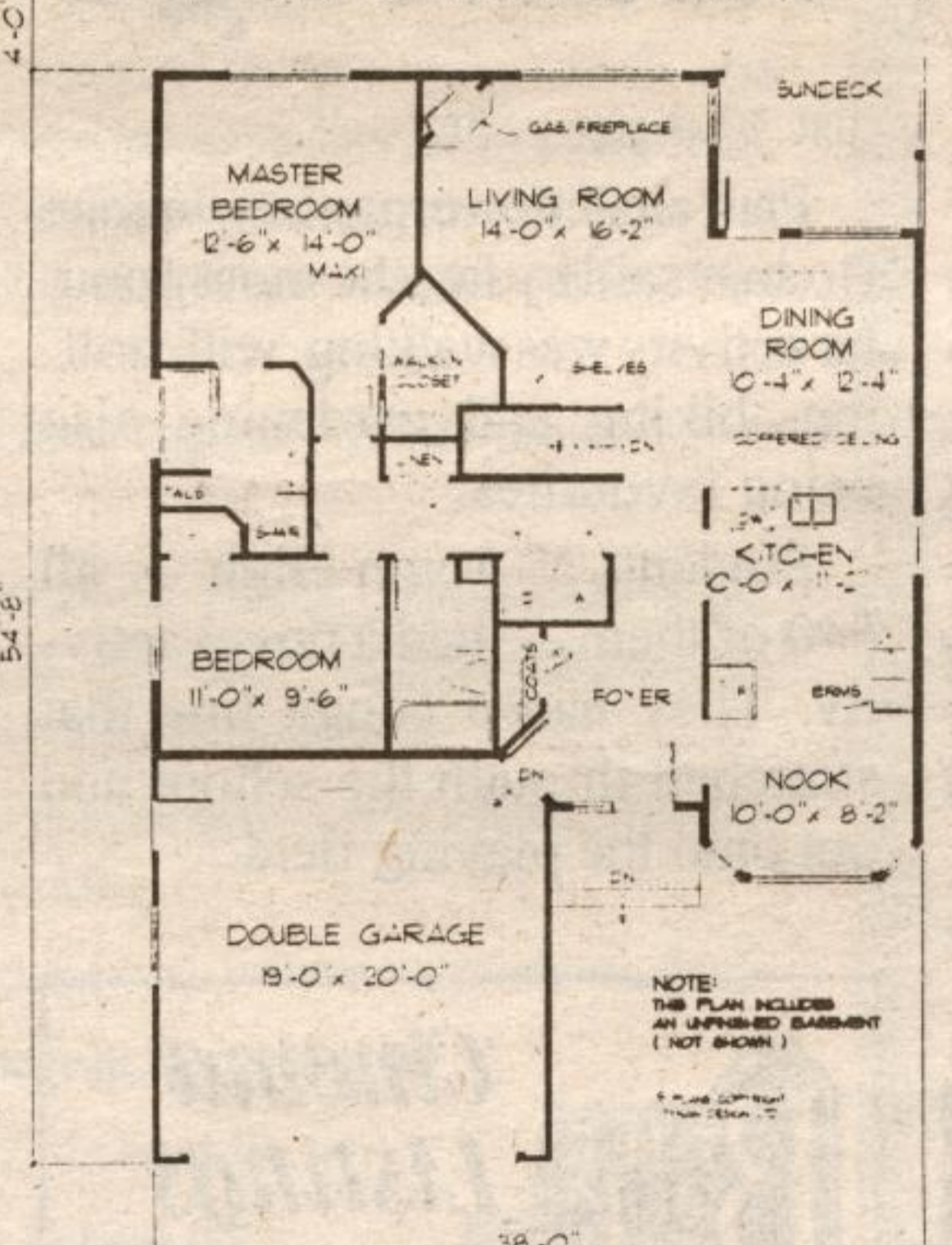
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## HOMEPLAN OF THE WEEK!

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**PLAN NO. RV-567**      **1314 SQ. FT.**  
All plans copyright



MAIN FLOOR PLAN 1314 SQ. FT.

## Home Suits Rear View Lot

This compact home is ideal for those who want to scale down in style. At 38 feet wide, this design will fit a variety of lots, and, with the main living areas and the master all facing the rear, it is particularly well-suited to a rear view lot. A spacious foyer provides ample room for arriving guests. The kitchen is a good size and boasts an efficient working layout with plenty of cupboard and counter space, and a bayed-out nook. An open counter acts as a pass-through to the dining room which features an elegant coffered ceiling. The living room is partially open to the dining area, creating a spacious atmosphere for entertaining. The master bedroom, like those in larger homes, has a walk-in closet and a four-piece ensuite.

An unfinished basement provides room for storage, or perhaps a future sewing or hobby room. Plans for RV-567 may be obtained for \$295 for a package of five complete sets of working prints and \$29 for each additional set of the same plan. Allow \$15 extra to cover the cost of postage and handling. All Canadian residents add seven per cent GST to plan total plus postage and handling. This is one of our new designs. Many innovative plans are now available in our NEW Rancher plan catalogue for \$9.58 including postage and handling and seven per cent GST. Please make all cheques, money orders and Visa or MasterCard authorizations payable to: The Acton Tanner Home of the Week, P.O. Box 150, Acton, Ontario, L7J 1G8.

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