



Basic Compliance Auditing for AVS Personnel

Welcome Package Information



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Basic Compliance Auditing for AVS Personnel Training

This three-day duration workshop teaches basic auditing skills and techniques. No prior knowledge of auditing is required. On completion of this course, participants will understand and be able to describe in their own words:

- The purpose of auditing
- How to plan an audit
- The preparation for an audit
- The elements of an efficient and effective audit
- Three quality management systems commonly found in aerospace organizations
- **Audit methods**
- **Audit tools and techniques**
- **Audit documentation**
- Auditor roles and responsibilities
- Audit reports
- Post audit activities
- Follow up and verification of audit corrective action

Note: Approximately 75% of the allotted time for this training course will be dedicated to the three outcomes underlined and in bold above.

Training Course Content

Day 1 - Morning

Introduction

Workshop Agenda
Workshop Introduction

Introduction to Auditing

What is a Quality System Audit?
Audit Purposes
Types of Audits
Guidelines for Auditing Quality Systems
The “Triangle” of Commitment
An Audit Exercise

Developing an Audit Program

Management of Audit Programs
Auditing “Must Do” Requirements
Implementing an Audit Program
Sample Audit Plan
Tracking Audit Results
Successful Audit Programs
Communication

Quality Systems

Process and System Model
Conceptual Framework of Quality Management Systems
Overview of Quality Management Systems found in Aerospace
ISO 9001:2000, ISO 9001:1994, AS9100
ISO 9001:2000 Intent Assignment

Auditor Characteristics, Roles & Responsibilities

Auditor Qualifications
Realities of Auditing
Auditor Characteristics
Roles
Audit Team Leader:
Auditor

Day 1 - Afternoon

The Four Phases of an Audit

The Basic Audit Process
What Auditors Look For
Four Phases of an Audit
Phase 1: Planning & Preparation
Planning Steps
Purpose & Scope
Individual Auditor Preparation
The Evaluation Process
Documentation Audit Exercise
Auditing Directions
Product Audits
Process Audits
Systems Audits
Audit Styles
Preparing a Process Audit Guidelist
Guidelist Exercise
Checking the Audit Plan
Phase 2: Conducting the Audit
Beginning the Audit – “Opening Meeting”
Gathering Evidence
Collecting Information
The Performance Phase
Perform “Systems” Audits
Human Relations in Auditing
12 Golden Rules of Audits
Audit Role Play Exercise

Day 2 – Morning

Interview Techniques
Types of Questions
A Questioning Sequence
Listening Skills
Case Study Exercise
Note Taking
Audit Notes Form
Notes on Flowchart
Mental Cues
Interviewing Exercise

Day 2 – Afternoon

Interviewing Practice
Nonconformity - Definition
Levels of Issues
Effective Audit = Objective Evidence
The Decision Process
Objective Evidence Exercise
Perception of “Facts”
Perception Exercise
Types of Audit Bias
Case Study Exercise

Day 3 – Morning

Phase 3: Closing the Audit
Closing Meeting
Processing Nonconformity Findings
Model for N/C Write-up
Writing Tips
Problem Statements
Reviewing N/C Statements
Audit Reporting Options
Nonconformity Review
Nonconformity Exercise
Finishing the Audit
Audit Summary Reports

Day 3 – Afternoon

Case Study Exercise
Phase 4: Post-Audit Follow-up
Post-Audit Follow-up Activities
2 Stages and 5 Steps of Corrective Action
Evaluating Corrective Action



Corrective Action Evaluation Checklist

Corrective Action Review Exercise

Management Review

Things to Remember

Training Course Wrap-up

Key Lessons

Appendix

Audit Plan Sample

More Listening Techniques

Audit Summary Report Sample

Welcome to Seattle

A twenty-minute drive from Kent, Washington, The City of Seattle is defined by air and water. The birthplace of the Boeing Airplane Company, Seattle has strong links with aviation. The Museum of Flight is a must visit for any aviation enthusiast. In the steel and glass great gallery, the history of aviation soars past, with dozens of full-size aircraft flying in formation six stories above. You can sit in the cockpit of a real SR-71 Blackbird or an F/A-18 Hornet, you can board America's first presidential jet—Air Force One, or walk through Concorde. From fly-ins to interaction with the people who made aviation history, The Museum of Flight has something for everyone. More information is available at www.museumofflight.org.

To the west of Seattle lies The Puget Sound; to the east Lake Washington and in the middle is Lake Union. Everywhere, the focus is on the water. Odyssey, the Maritime Discovery Center, The Seattle Aquarium, the Center for Wooden Boats and the waterfall fountains of Harbor Steps linking the waterfront to First Avenue. Seattle's maritime heritage began when the Klondike Gold Rush established it as a major Pacific port in the 1890s. Fisherman's Terminal is a working commercial fishing port, the Port of Seattle is vital to marine trade, and the urban waterfront is booming with commercial, retail and tourist ventures. Ferries crossing Puget Sound and seaplanes lifting off from Lake Union support an island culture in the San Juan's and on Vashon and Bainbridge Islands. Always listed in "Most Romantic Things to do in Seattle" is taking a ferry ride. Other popular visitor attractions include:

Seattle Waterfront West of Pike Place Market, Seattle, WA. With a knockout view of Elliott Bay, the hub of the city brims with Northwest goods and sea fare quirk.

Pike Place Market 1508 Pike Pl, Seattle, WA. A very popular open-air market.

Snoqualmie Falls 6501 Railroad Ave SE, Snoqualmie, WA. Lesser-known falls surpass Niagara in height, with breathtaking views of the Cascade Mountains.

Space Needle 219 Fourth Ave N, Seattle, WA. This sleek form has become the icon for Seattle.

Argosy Cruises Pier 55, Suite 201, Seattle, WA. If water, a cool breeze, and captivating views are calling your name, this just might be the ticket.

Ballard Locks 3015 NW 54th St, Seattle, WA. A short drive from downtown, this water-bound spectacle is a great place to get the feel for Seattle's maritime life.

Bill Speidel's Underground Tour 608 First Ave, Seattle, WA. A tour beneath Seattle's streets reveals the city's past

Safeco Field 1250 1st Ave, Seattle, WA. Open-air baseball stadium.

Training Facility Address, Map, Directions and Class Times

The *Basic Auditing for AVS Personnel* training program will be held at the Green River Community College, which is located in the Kent Business Campus Building. This three-day duration program will be scheduled on Tuesdays, Wednesdays and Thursdays. All classes will commence at 8:00am and conclude at 5:00pm. Lunch will be scheduled each day from 11:30am thru 12:30pm. Additional short breaks will be provided during the training class.

Training Facility Address:

Green River Community College
417 Ramsay Way Suite 112
Kent, WA 98032
253-856-9595

Training Site Contact:

Director of Training
Tel: 253-856-9595 Ext. 5022

Parking:

Ample free parking is available next to the Kent Campus Building.

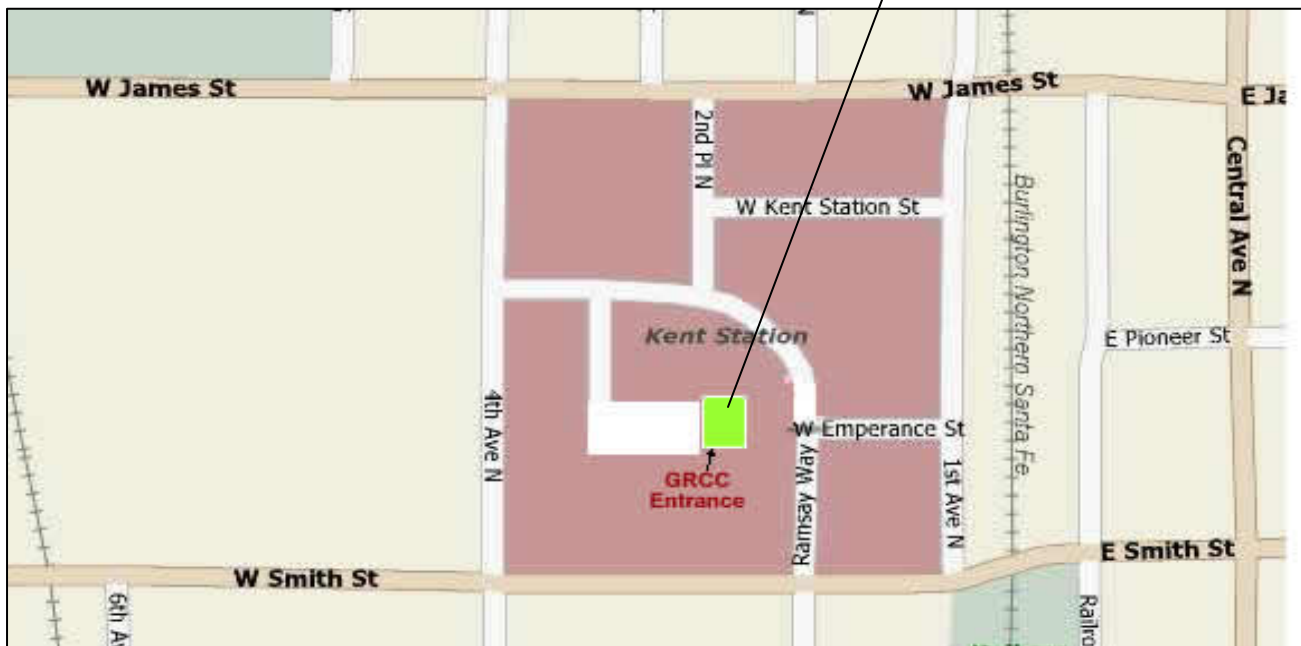
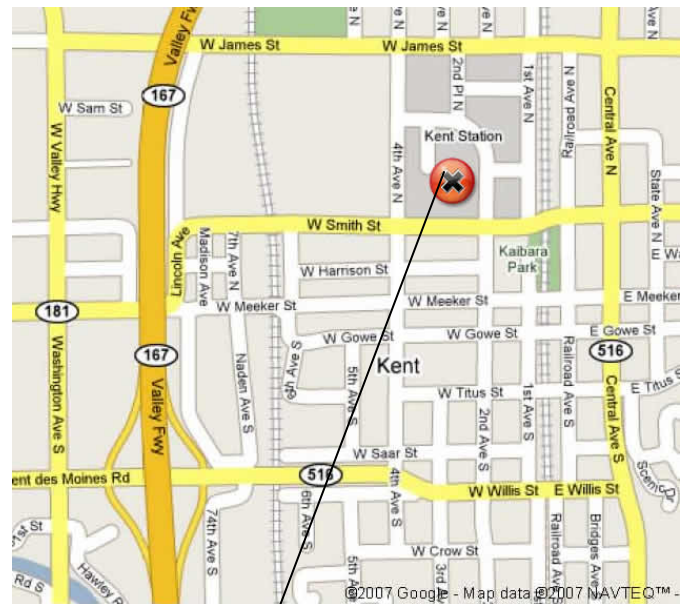
Map and Directions:

Southbound

1. From Highway 167, take the Willis Street exit. Take a left onto Willis Street.
2. Heading east on Willis Street, turn left (north) on 4th Avenue N.
3. Turn right on Ramsay Way.
4. Take the first right into a parking lot. Green River Community College is at the far corner of the parking lot.

Northbound

1. From Highway 167, take the Willis Street exit. Take a right onto Willis Street.
2. Heading east on Willis Street, turn left (north) on 4th Avenue N.
3. Turn right on Ramsay Way.
4. Take the first right into a parking lot. Green River Community College is at the far corner of the parking lot.





ETI Group Local Point of Contact

Jay Benham, Training Services Coordinator

ETI Group

1002 NW Whitman Street

Camas, WA 98607

Office Tel: 360-681-2188

Office Fax: 360-838-0457

Email: info@etigroupusa.com

Lodging and Local Transportation

Hotel Name	Towne Place Suites by Marriott - Seattle Southcenter
Street Address	18123 72nd Avenue South, Kent, WA 98032
Telephone Number	(253)796-6000
Transportation	Free airport shuttle service to hotel.
Distance to Training Site	4 miles. Will require taxi or own transportation
Government Daily Rate	Call for government daily rate
General Comments	<p>Located 3 miles from SeaTac Airport, this hotel is close to Hwy 167 and Interstate Highway 405. The Southcenter Mall with its many department stores, specialty stores, restaurants and cinema is minutes away. Driving time to downtown Seattle is 20-minutes.</p> <p>This hotel features fully equipped kitchens in every room.</p> <p>This is a 100% smoke-free facility.</p>

Hotel Name	Ramada Inn
Street Address	22318 84 th Avenue S., Kent, WA 98032
Telephone Number	(253) 395-4300
Transportation	Free airport shuttle service to hotel, will also provide local shuttle service to training site if vehicle available
Distance to Training Site	1 mile...may require taxi or own transportation
Government Daily Rate	Call for government daily rate
General Comments	<p>Located 10 miles from SeaTac Airport, this hotel is close to Hwy 167, which connects with all major freeways. The Southcenter Mall with its many department stores, specialty stores, restaurants and cinema is a 10-minute drive. Driving time to downtown Seattle is 30-minutes. Transportation to and from the training facility offered.</p>



Hotel Name	Best Western at Southcenter
Street Address	15901 W. Valley Road, Tukwila, WA 98188
Telephone Number	(206)-878-3300
Transportation	Free airport & 5 mile area shuttle service, will also provide local shuttle service to training site if vehicle available.
Distance to Training Site	7.3 miles...may require taxi or own transportation
Government Daily Rate	Call for government daily rate
General Comments	Located close to SeaTac Airport, major freeways and the Southcenter Mall, which has numerous department stores, specialty stores, restaurants and a cinema. Driving time to downtown Seattle is 20 – 25 minutes.

Hotel Name	Homewood Suites by Hilton
Street Address	6955 Ft. Dently Way, Tukwila, WA 98188
Telephone Number	(206) 433-8000
Transportation	Free airport & 5 mile area shuttle service
Distance to Training Site	7.4 miles...will require taxi or own transportation
Government Daily Rate	Call for government daily rate
General Comments	Located 4 miles from SeaTac Airport, this hotel is close to major freeways and the Southcenter Mall, which has numerous department stores, specialty stores, restaurants and a cinema. Driving time to downtown Seattle is 20 – 25 minutes.

Hotel Name	Hampton Inn Southcenter
Street Address	7200 South 156th Street, Tukwila, WA 98188
Telephone Number	(425) 228-5800
Transportation	Free airport & 5 mile area shuttle service
Distance to Training Site	7.3 miles...will require taxi or own transportation
Government Daily Rate	Call for government daily rate
General Comments	Located 4 miles from SeaTac Airport, this hotel is close to major freeways and the Southcenter Mall, which has numerous department stores, specialty stores, restaurants and a cinema. Driving time to downtown Seattle is 20 – 25 minutes.



Hotel Name	Days Inn Kent
Street Address	1711 W. Meeker St., Kent, WA 98032
Telephone Number	(253) 854-1950
Transportation	Free airport shuttle service to hotel
Distance to Training Site	1.7 miles will require taxi or own transportation
Government Daily Rate	Call for government daily rate
General Comments	Located 10 miles from SeaTac Airport, this hotel is close to Hwy 167, which connects with all major freeways. The Southcenter Mall with its many department stores, specialty stores, restaurants and cinema is a 10-minute drive. Driving time to downtown Seattle is 30-minutes.

Dining Options

There are many fine restaurants in the Greater Seattle Area. The restaurants listed below are all located within ten miles of the training site - Green River Community College, Kent Campus.

Tukwila, Washington – Local Restaurants

Applebee's Neighborhood Grill & Bar 17790 Southcenter Parkway, Tukwila	Azteca Mexican Restaurants 17555 Southcenter Parkway, Tukwila
Azteca Mexican Restaurants 17555 Southcenter Parkway, Tukwila	Bahama Breeze 15700 Southcenter Parkway, Tukwila
Barnaby's 16401 West Valley Highway, Tukwila	Benny's Riverside Inn 14040 Interurban Avenue South, Tukwila
Best Cafe and Teriyaki 10990 East Marginal Way South, Tukwila	Cafe Manna 10700 27th Avenue South, Tukwila
China Pavillion 14855 Tukwila International Boulevard	Claim Jumper Restaurant 5901 South 180th Street, Tukwila
Emerald Greens Restaurant 13100 48th Avenue South, Tukwila	Domino's Pizza - Tukwila 15439 53rd Avenue South, Tukwila
Emerald Greens Restaurant 13100 48th Avenue South, Tukwila	Georgio's Subs 896 Southcenter Mall Suite F, Tukwila
Golden Indian Curry House 17155 Southcenter Parkway, Tukwila	Gordy's Steak & BBQ Smokehouse 13500 Interurban Avenue South, Tukwila
Grazie Restaurant 16943 Southcenter Parkway, Tukwila	Hay Chihuahuas 12449 East Marginal Way South, Tukwila



Hong Kong Express 17155 Southcenter Parkway, Tukwila	Jack in the Box 16400 West Valley Highway, Tukwila
Mali Thai Cuisine 17310 Southcenter Parkway, Tukwila	Mayflower of China Restaurant 17005 Southcenter Parkway, Tukwila
Miyabi Restaurant 16820 Southcenter Parkway, Tukwila	Newport Bay Restaurant 17920 Southcenter Parkway, Tukwila
Nina's Mexican Restaurant 12541 East Marginal Way South, Tukwila	Old Saigon PHO Restaurant 971 Industry Drive, Tukwila
Olive Garden Italian Restaurant 310 Strander Boulevard, Tukwila	Outback Steakhouse 16510 Southcenter Parkway, Tukwila
Paradise Cafe 6810 South 180th Street, Tukwila	Pizza Hut - Tukwila 14638 Tukwila International Boulevard
Pizza Schmizza-South Center 17780 Southcenter Parkway, Tukwila	Randy's Restaurant 10016 East Marginal Way South, Tukwila
Quizno's Classic Subs 385 Strander Boulevard, Tukwila	Sakkio Japan 896 Southcenter Mall, Tukwila
Red Robin America's Burgers & Spirits 17300 Southcenter Parkway, Tukwila	Salaama Restaurant 13820 Tukwila International Boulevard, Tukwila
Sandy's Corner 12930 East Marginal Way South, Tukwila	Simply Thai 375 Strander Boulevard, Tukwila
Sizzler Restaurants 16615 Southcenter Parkway, Tukwila	Stanford's Restaurant & Bar 17380 Southcenter Parkway, Tukwila
Subway Sandwiches and Salads 17105 Southcenter Parkway, Tukwila	Taco Del Mar 17410 Southcenter Parkway, Tukwila
Sweet Basil 16876 Southcenter Parkway, Tukwila	Taquira El Rinconsito 14406 Tukwila International Blvd, Tukwila
Teriyaki Wok 654 Strander Boulevard, Tukwila	The Riviera 15901 West Valley Highway, Tukwila
Tony Roma's 17305 Southcenter Parkway, Tukwila	Winners American Grill 17401 Southcenter Parkway, Tukwila

Kent, Washington – Local Restaurants

2 in 1 Taco Bell & Pizza Hut 23920 104th Avenue Southeast, Kent	A & W Kent Drive-In 421 S. Central Avenue, Kent
A Pizza Mart 24618 36th Avenue South, Kent	Andy's Restaurant and Lounge 623 Central Avenue South, Kent



Asian Gardens Buffet 406 Washington Avenue S., Kent	Asian Choice 23845 108th Avenue Southeast, Kent
Azteca Taqueria 24010 104th Avenue South East, Kent	Azteca Mexican Restaurants - Kent 25633 102nd Place Southeast, Kent
Azteca Taqueria 24010 104th Avenue South East, Kent	Baja Fresh 8825 South 180th Street, Kent
Barclay Seafood 19115 84th Avenue South, Ken	Bittersweet 211 1st Avenue South, Kent
Black Bull Sports Bar & Grill 1771 Central Avenue South, Kent	Bucks Teriyaki 10611 Southeast 240th Street, Kent
Burger King - Kent 1240 West Meeker Street, Kent	Burger King - Kent #5782 22442 84th Avenue South, Kent
Cafe 212 8433 South 212th Street, Ken	Can Am Pizza 23819 104th Avenue Southeast, Kent
Cafe Taipan 18230 East Valley Highway Suite 116, Kent	Chang's Mongolian Grill - Kent 24060 104th Avenue Southeast, Kent
Cave Man Kitchens 807 West Valley Highway, Kent	Chao Praya 21222 84th Avenue South, Kent
Chopsticks 2103 108th Southeast, Kent	City Pizza 23843 108th Avenue Southeast, Kent
Country Burger and Teriyaki 1605 West Meeker Street, Kent	Cue Lounge 19611 S 84th Ave S, Kent
Cuzz's Family Restaurant 12220 Southeast 207th Street, Kent	Denny's Restaurant - Kent 1246 North Central, Kent
Domino's Pizza 26019 104th Avenue Southeast Ste 104, Kent	Domino's Pizza - Kent 24705 38th Avenue South, Kent
Edokko Japanese Restaurant 18230 East Valley Highway Suite 156, Kent	El Charro Mexican Restaurant 10218 Southeast 240th Street, Kent
El Herradero 310 Washington Avenue North, Kent	Eng's Restaurant 25410 104th Avenue Southeast, Kent
Gator's Sports Bar & Grill 21609 84th Avenue South, Kent	Godfather's Pizza - Kent Downtown 328 Washington Avenue South, Kent
Golden Steer Steak 'n Rib House 23826 104th Avenue Southeast, Kent	Green Village Restaurant 3 21226 84th Avenue South, Kent
I LUV Teriyaki 23615 104th Avenue Southeast, Kent	ICHI Teriyaki 1317 West Meeker Street, Kent



ICHI Teriyaki Restaurant 13215 Southeast 240th Street Suite B, Kent	Imperial Garden Restaurant 18230 East Valley Highway Suite 116, Kent
India Bazaar 20936 108th Avenue Southeast, Kent	Keg Steakhouse & Bar 25812 104th Avenue Southeast, Kent
La Bamba 21240 84th Avenue South, Kent	Little David's Sub Shop 136 Washington Avenue North, Kent
Mayas Restaurant 105 Central Avenue North, Kent	McDonald's Restaurant 8320 South 212th Street, Kent
Mexico Lindo Family Restaurant 203 4th Avenue South, Kent	Mitzel's American Kitchen 22244 8th South, Kent
One 4 the Road 24013 104th Avenue Southeast, Kent	PHO BAC Cafe 18119 East Valley Highway, Kent
PHO Kim 214 East Meeker Street, Kent	PHO To CHAU Vietnamese Restaurant 18230 East Valley Highway Suite 146, Kent
Paolo's Italian Restaurant 23810 104th Avenue Southeast, Kent	Pony Keg Grill & Bar 8535 South 212th Street, Kent
Red Robin 25207 104th Ave SE, Kent	SAYA Restaurant 8455 South 212th Street, Kent
Shelly's Restaurant & Lounge 1734 Central Avenue South, Kent	Shin Dynasty 1819 West Meeker Street, Kent
Spenser's Burgers & Sandwiches 21422 84th Avenue South, Kent	Subway #28676 8433 South 212th Street, Kent
Subway Sandwiches 20628 108th Avenue Southeast, Kent	Sun's Teriyaki 323 Washington Avenue South, Kent
Taco Del Mar 21110 84th Avenue South, Kent	Taqueria El Riconsito 501 Central Avenue North, Kent
Taqueria MI Pueblo 1513 West Meeker Street, Kent	Teriyaki House 21220 84th Avenue South, Kent
Thai Basil Restaurant 25684 104th Avenue Southeast, Kent	Thai Chili Restaurant 120 Washington Avenue North, Kent
The Interchange Bar & Grill 8429 S 228th St, Kent	Tokyo Teriyaki 8463 S 212th St, Kent
Tony's Grill 326 West Meeker Street, Kent	Trax Bar & Grill 226 1st Avenue South, Kent
Virginia Saloon & Chili Parlor 114 Railroad Avenue North, Kent	Won Kim 23412 68th Avenue South, Kent



Instructor Biographies

Depending on the dates that you are scheduled to participate in the *Basic Auditing for AVS Personnel* training workshop, your instructor will be Clayton Kuehl or Mar Meyerhoefer. Biographical information for these ETI Group instructors is provided below:

Clayton Kuehl – Program Manager and Lead Instructor

Education: - BS, Physical Science, Oregon State University, 1987

Certifications: - Registered ISO 9000 Lead Assessor, IRCA, 1997
- SPC, Transformation of American Industry, 1988

Experience:

- Delivering Audit Training to Adults

Presented more than 80 on-site and public training workshops for ISO 9001, AS9100 and Basic Compliance Auditing. His recent aerospace industry clients include: Columbia Helicopters, Forward Looking Infra Read (FLIR Systems) Onboard Systems and Simplex Corporation.

- Audit Team Leader

Led Audit Teams in approximately 100 facilities for registration and/or compliance audits to ISO 9001 and AS9100.

- Compliance Audits in Aviation Related Organizations

Performed ISO 9000 and/or AS9100 compliance audits in aviation related organizations, including: Columbia Helicopters, Onboard Systems, Simplex



Mar Meyerhoefer – Senior Instructor

Education: - B. Sc. Manufacturing Engineering, Weber State University

Certifications: - British Standards Institute, Certified Lead Assessor, 1999
- Oregon Quality Award Lead Assessor, 1994
- AT&T - Malcolm Baldrige National Quality Award Assessor, 1993

Experience:

- Delivering Audit Training to Adults

Presented more than 50 public and on-site training workshops for ISO 9000 and AS91000 auditing.

- Audit Team Leader

Led Audit Teams in approximately 25 organizations auditing for compliance to ISO 9000, AS9100, AS9000 and QS-9000 standards.

- Compliance Audits in Aviation Related Organizations

Performed ISO 900, AS9100 and AS9000 compliance audits in aviation related organizations, including: Air-Oil Products, Artex Aircraft Supplies, Columbia Helicopters, FLIR Systems, Micropump, Onboard Systems and PECO Manufacturing.

ETI Group

Established in 1981, ETI Group is a leading training and consulting firm specializing in Process Management and Improvement. With specific regard to prior auditing experience, the firm has:

- *Provided ISO 9000, AS9100, TS16949, NQA-1, TL 9000 and ISO 13485 training and support services for more than 1,000 organizations.*
- *Trained 100,000 people in the tools and methods of quality management/improvement, including 40,000 people in the skills and techniques of compliance auditing.*
- *Guided 450 companies through the complete ISO 9000 / AS 9100 implementation process — all passed their certification audits at the first attempt.*
- *Conducted more than 1,200 ISO 9000 / AS 9100 / QS 9000 compliance audits.*
- *Been recognized by many organizations as a primary resource for Process Management System planning, training, implementation, and auditing support.*

A partial client list is provided below



ETI Group Client List

Accel Plastics ■ Alcoa ■ Achilles USA ■ Adec ■ Advanced Silicon Materials ■ Aero Plastics ■ Agilent Technologies ■ Airborne Express ■ Aiphone ■ Alcan Aluminum Corporation ■ Allied Signal ■ Alliant TechSystems ■ Alstom Esca ■ Altheon (formerly Boeing Flight Safety) ■ Anderson Quality Spring ■ Applied Microsystems ■ ARCO ■ Artex Aircraft Supplies ■ Aviation Partners Boeing ■ Avocent ■ AT & T Wireless ■ Barnes Machine ■ B/E Aerospace ■ BBA Non Wovens ■ Bemis Company ■ Bio Diagnostic Sciences ■ Boston Scientific ■ Boart Longyear ■ BF Goodrich ■ Boeing Airplane Company ■ Boise Cascade ■ Borden Chemicals ■ Bowman Manufacturing ■ Boyd Corporation ■ Bumstead Manufacturing ■ C.H. Perrot, Inc. ■ Cablecraft ■ Cascade General ■ Cascade Corporation ■ Carlton Company ■ Capital Industries ■ Certainteed ■ City of Lacy ■ City of Seattle ■ Circuit Services ■ Continental Mills ■ Data i/o ■ Datacom Technologies ■ Delta Computer Systems ■ Department of The Air Force ■ Department of The Navy ■ DHL Express ■ Digital Microwave Corporation ■ Dynacraft ■ Dync USA Corporation ■ EFP/Meggitt ■ EFTC ■ Edmo Distributors ■ Electro Scientific Industries ■ Eldec Corporation ■ Enoch Manufacturing ■ Epson ■ Fatigue Technology ■ Federal Aviation Administration ■ Flow International ■ FLIR ■ Freightliner Corporation ■ Flextronic Structures ■ FlightSafety International ■ Flight Structures ■ Fujitsu of America ■ Gage Industries ■ General Dynamics ■ Georgia Pacific ■ GM Nameplate ■ Grakon ■ GT Development ■ Hansen Machine ■ Hatch & Kirk ■ Hercules Chemical Corporation ■ Hexel Corporation ■ Hewlett Packard ■ Honeywell ■ Holaday Parks ■ Hunter Douglas ■ Hughes Aircraft ■ HydroSabre ■ Ingersoll-Rand ■ IDD Aerospace ■ Index Sensors ■ Integrex ■ InFocus Systems ■ Intracel Corporation ■ Intel ■ Intermec Technologies Corporation ■ JAE Oregon ■ JAMCO America ■ Jefferson General Hospital ■ JD Ott ■ J I Haas ■ Johnson Controls ■ Jorgensen Forge Corporation ■ Kaiser Aluminum ■ Kaiser Permante ■ Kaso Plastics ■ Kelly Moore ■ Kenworth Truck Company ■ Kimball International ■ Kim Hotstart ■ Korry Electronics ■ Kyocera Industrial Ceramics ■ Landa Incorporated ■ Leupold & Stevens ■ Leviton Telcom ■ Logic General ■ Lucent Technologies ■ Magic Metals ■ Matsushita Electronic Materials ■ Matsushita Kotobuki America ■ Mechanical Products ■ Medallion Foods ■ Medtronics Physio Control ■ Micro Encoder ■ Microsoft ■ Micron ■ Microvision ■ Moore Electronics ■ Multnomah County ■ North American Coal Corporation NMHG ■ Naval Undersea Warfare Center ■ NEC Corporation ■ Onboard Systems ■ Oregon Catholic Press ■ Panasonic Industrial Company ■ Pascal Company ■ P & A MetalFab ■ Pacific Circuits ■ Parkes Medical Electronics ■ Pac-Services ■ PECO Manufacturing ■ Phillips Oral Healthcare ■ Phillips Medical ■ PGE ■ Power Conversions ■ Precision Aviation Products Company ■ Precision Interconnect ■ Premier Packaging ■ Primus International ■ Prototron Circuits ■ Printing Press ■ Quinton Instrument Co. ■ Renton Coil Spring ■ Ropak Corp. ■ Ryan Instruments ■ SAS Fluid Power ■ SEH America ■ Shimadzu USA ■ Siemens Medical Systems ■ Silicon 2000 ■ Sonosite ■ St. Gobain ■ Talgo America ■ Temco ■ Tensolite ■ The Gearworks ■ Todd Pacific Shipyards ■ Tyee Aircraft ■ United Defense ■ Vanguard-EMS ■ Vaupell Industrial Plastics ■ Wafertech ■ Warn Industries ■ Washington Mutual ■ White's Boots ■