



On-Hand Adhesives, Inc is in conformance with ISO 9002-1994 Quality System in respect to:
Distribution of Adhesives, Epoxies, Hot Melts, Cyanoacrylates, Methacrylates, Polyurethanes, UV Adhesives, Dispensers, Applicators and Accessories.



The Glu Guru™'s Catalog of Adhesives can be seen on: www.gluguru.com

ADHESIVE FOCUS

*On-Hand Adhesives, Inc.
 Adhesive Tech Center
 1850 So. Elmhurst Road
 Mount Prospect, Il 60056*

*First Class Mail
 U.S. Postage
Paid
 Mission Viejo Ca
 Permit No. 514*

Inside This Issue

The ISO 9002 Quality System



ADHESIVE FOCUS

Perry Johnson Registrars Inc., Has assessed the Quality System of :

**On-Hand Adhesives, Inc
 1850 South Elmhurst Road
 Mount Prospect, Il 60056**

and hereby declares that On-Hand Adhesives, Inc is in conformance with:

ISO 9002:1994

The registration is in respect to the following scope of supply:

Distribution of Adhesives, Epoxies, Hot Melts, Cyanoacrylates, Methacrylates, Polyurethanes, UV Adhesives, Dispensers, Applicators and Accessories

The ISO 9002 Quality System...The Standard for World Class Quality, means On-Hand Adhesives, Inc is:

- * Instilling efficiency in our business
- * Securing a high level of quality in goods and services for our customers
- * Controlling Costs

Our quality system is monitored regularly to be sure that we are performing at our highest level of quality requirements for the protection of our customers.



What is ISO 9000?

ISO 9000 is the generic term for a series of standards sponsored by the International Organization for Standardization (ISO), a worldwide federation for over 110 countries. The ISO organization created the ISO 9000 standards in an effort to standardize quality management systems for manufacturing and service industries worldwide. It is the descendant of and almost directly parallel to the British standard BS-5750. It is also identical, in most respects, to the European standard EN-29000, and the **American standard Q9000, which is sponsored by the American Society for Quality Control.**

ISO 9000 is intended to establish, document, and maintain a system for ensuring the output quality of a process. **ISO 9000** certification is a tangible expression of a firm's commitment to quality that is internationally understood and accepted.

ISO 9000 certified organizations almost universally realize major increase in customer acceptance, as well as reduction in costs. **Also the major effect of ISO 9000 certification is on the non-manufacturing functions, which tend to be overlooked by manufacturing- based quality systems.**

ISO 9000 certification is carried out by accredited organizations called registrars, who review the facility's quality manual to ensure that it meets the standard, and audit the firm's process to ensure that the system is documented and the quality manual is in place, and that it is effective. **Once certification is obtained, the certifying body conducts unannounced audits of the facility once a year and oversees changes and evolutions of the facility's quality system to ensure that it continues to meet the requirements of the standard.**

Meeting Customer expectations and requirements is the main objective of ISO 9000

ISO Registration provides assurance that customers needs are being satisfied

In the family of **ISO 9000** standards , there are three contractual quality system models:

ISO 9001 the most comprehensive model, assures quality in the areas of design, development, production, installation and servicing. It generally applies to manufacturing companies that design and build their own products. It is comprised of 20 quality requirements.

ISO 9002 applies to facilities whose products are designed and and serviced by subcontractor companies. Companies who adopt this standard must adhere to 19 of the 20 quality control system requirements (excluding the design control element). **ON-HAND ADHESIVES, INC. is ISO9002 certified.**

ISO 9003 has the most limited scope. It requires conformance to final inspection and test procedures, and is most often used by testing laboratories and equipment distributors. ISO 9003 has 16 of the 20 quality system requirements.

ISO 9000 provides evidence that a company is meeting all of its proclaimed quality requirements and can reduce the number of time-consuming and expensive audits required by its customers.

Who is responsible for the quality of a supplier's products and services?

Ultimately management is responsible for the quality of products and services that are provided by a supplier's facility. To ensure that a facility's quality system is functioning accordingly, the ISO 9000 Standard requires that a member of the management team be appointed to oversee all quality-related activities. This person is known as the Management Representative (MR).

The overall goal of the MR is to assure that facility provides products and services that meet customer's specifications.

We have appointed **Virginia Falcone as our MR.** Virginia is a member of our management team responsible for carrying out the duties as our Finance Manager including cash flow and budget analysis. Virginia reports directly to our President. Virginia resides in Arlington Heights, Il with her husband Vic and two children, Angela and Michael.



Management Representative



Certificate of Registration No. C00-930



The Glu Guru Staff



Product Managers