

CaER ISO Meeting

Minutes 10/31/01

Important Dates:

- Marshall Management Quality Council – Nov. 6 ... 8:30am ... 4203/1201
 - ISO Refresher Class – Nov. 9 ... 9:00 – 9:30, 10:00 – 10:30 ... 4200/P110
 - ❖ **ISO 9001:2000 (9K2K) Audit – Nov. 28 – 29, 2001**
 - ❖ **CaER next Internal Audit-September 16, 2002**
 - Future internal audit will be scheduled for once a year.
 - Future NQA audit still be scheduled for twice a year.
- Customer Satisfaction & Continual Improvement
- There is a feedback system available on the ISO web page
 - Employees should have a feedback system within their organization or at least know how to use/reach the Customer Satisfaction & Continual Improvement links on the ISO web page.
 - Point of Contact for Web Assistance is **Charles Chen – 544-4945**
- The final copy of the **CaER Audit Preparation Handbook** will be available soon.
CaER representatives in each organization should email everybody in their org. a copy.