



## Silicon Valley Quality Associates

Silicon Valley Quality Associates (SVQA) is a dynamic consulting group leading Bay Area companies to ISO registration. SVQA assists in developing, implementing, and maintaining ISO and AS compliant quality management systems.

SVQA is recommended by Bureau Veritas (BV) as a **preferred** ISO consulting group. BV is one of the largest and most prestigious ISO Registrars in the world, and has a 15 year working relationship with the principles and associates of SVQA. In addition, we have worked with other major registrars, ie: UL, TUV, BSI, NSAI, CMI, ORION, DNV.

The principles and associates who represent SVQA are professionals who have held senior management positions with major Silicon Valley companies. They have a thorough understanding of quality management systems and best in class business practices/processes and how to lead a company through the registration process to achieve first time certification success.

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### The SVQA Competitive Advantage

#### **TERRY A. WIGNESS**

SVQA President

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Phone: 408-690-2946

Terry is a founder of Silicon Valley Quality Associates. He has a broad background assisting many Silicon Valley companies in developing and implementing ISO 9000 quality systems and achieving first-time certification success.

He has over 20 years of Quality Assurance and Operations management experience with major Silicon Valley companies in the computer, telecommunications, media, and component industries. He has helped high tech companies develop/improve, and implement "best practice" business processes, and has been consulting since 1998 with small to medium size companies in the valley.

Terry is a senior member of the American Society for Quality.

Certifications: ASQ Certified Quality Manager (CQM)  
ASQ Certified Quality Auditor (CQA)  
ASQ Certified Quality Engineer (CQE)  
Certified ISO 9001 Lead Auditor  
Certified ISO 14001 Lead Auditor  
Certified AS 9100 Lead Auditor

**BRIAN G. DUNCAN**

SVQA Vice President

[BrianGDuncan@SVQA.com](mailto:BrianGDuncan@SVQA.com)

Phone: 408-726-2455

An SVQA founder, Brian has over 15 years of ISO 9000 Quality Management experience and has held senior Management positions with Silicon Valley companies including Apple Computer, Acer Computer, Dysan, Mouse Systems, Velo Bind and Fairchild Semiconductor. He has been responsible for establishing Quality programs for a broad range of High Tech products manufactured in Silicon Valley, the Far East and Europe.

As the Director of Quality for Apple Computer, Brian was responsible for establishing a worldwide Corporate Quality program and established Quality programs at Apple manufacturing facilities in Dallas, Ireland, Singapore and Cupertino.

At Acer America, Brian was responsible for Corporate Quality during which over 60,000 computers a month were manufactured. He coordinated the ISO 9000 registration of Acer America in 1992 with 2000 employees. Acer America was one of the first companies to achieve ISO 9000 registration in Silicon Valley.

Brian is a qualified ISO 9001, ISO 13485, and AS 9100 auditor.

**PHILIP H. FLESchLER**

SVQA Vice President, Engineering

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Phone: 510-377-7377

Phil Fleschler, an SVQA principle, has established quality programs at many Silicon Valley companies beginning with Savin/OCI and Apple Computer Peripherals Division. He was Director of Quality at Altos Computer Systems, Grid Systems, and most recently at Mylex Corporation, an IBM subsidiary. Mylex was a pioneer in RAID technology.

Phil has developed "Engineered Quality"®, a proprietary systems approach to feedback optimization. He has used this process extensively to develop effective quality business processes with a focus on success-based customer relationships.

Reliability, component engineering, failure analysis and applied process engineering are core technical competencies for Phil. At Areal Technology, Phil was the Director of Process Development for the first 2-inch hard disk drive. He has over 20 years experience in qualifying overseas suppliers and with transferring new products to high volume manufacturing sites in Asia. Other key areas of hands-on experience are in document control, regulatory/safety agency testing, and ISO program management.

Phil has been a member of ASQ and IEEE for over 20 years and is currently an ASQ Senior Member. He has an MS, Cybernetic Systems and BS, Engineering from San Jose State University, an AS with Certificate in Electronics, three years of Japanese, and several security clearances, including a Bureau Investigation.

Certifications: ASQ Certified Six Sigma Black Belt (CSSBB)

- ASQ Certified Quality Manager (CQM)

- ASQ Certified Quality Engineer (CQE)

- ASQ Certified Software Engineer (CSE)

- ASQ Certified Quality Auditor (CQA)

- Certified ISO 9000 Lead Auditor

- Certified ISO 14001 Lead Auditor

**ROBIN STEPTO**

SVQA Associate

Robin has an extensive and practical understanding of machining practices, quality engineering, and certification processes. From his extensive experience as a journeyman tool and die maker to a tooling applications engineer to a quality engineer to an internal/external ISO auditor, he has acquired an excellent understanding of quality manufacturing processes. Robin has used this experience and understanding to help businesses develop ISO 9001, ISO 13485, and AS 9000 certification plans.

His most recent experience has been in helping small-to-medium sized manufacturing businesses achieve and sustain ISO, State and Federal certifications in such fields as Medical, Aerospace, and Environmental.

Robin has been a member of the American Society for Quality for 15 years and is currently certified by American Society for Quality (ASQ) as a CMI (Certified Mechanical Inspector), CQT (Certified Quality Technician) and he is certified as an ISO Lead Auditor.

Robin apprenticed as a Tool and Die maker in the UK aerospace industry for 5 years and is the recipient of a City and Guilds of London Mechanical Engineering diploma.

Robin also has the following American Society for Quality Certifications:

- Geometric Dimensioning and Tolerancing (GD&T Y14.5) Advanced
- Statistical Quality Control
- Certified ISO 9001 Lead Auditor

**SVQA is your professional ISO/AS partner  
Outsource your Quality Requirements to SVQA**

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