



## Resources You May Find Useful

Process Mapping:

<http://office.microsoft.com/en-us/visio/> For a Trial Version Download Search Microsoft Visio free download.

ISO 9001 / 14001 / 26000 / 31000 :

[www.iso.org](http://www.iso.org)

Surveys :

[www.surveymonkey.com](http://www.surveymonkey.com)

## Organizations of Interest:

ASQ

[www.asq.org](http://www.asq.org)

ASQ Hamilton Section

[www.asqhamilton.com](http://www.asqhamilton.com)

Hamilton Chamber of Commerce

[www.hamiltonchamber.on.ca](http://www.hamiltonchamber.on.ca)

Burlington Chamber of Commerce

[www.burlingtonchamber.com](http://www.burlingtonchamber.com)