

# SQA Services, Inc.

## 2020 Quality Calendar



## Celebrating a Quarter-Century of Quality at SQA

2020 marks SQA's 25th anniversary, and we wish to celebrate with all the people with whom we've worked to make better things and to make things better. Over the last 25 years, with our client partners and with our network of esteemed quality professionals, we have covered the globe and beyond in the name of quality. From the bottom of the oceans to the stars, from life-saving drugs to communications networks, SQA has made a difference in quality, in environments where quality is everything. Over this time, we are proud to have developed long-term partnerships with the world's biggest names in aerospace, life sciences, high technology, transportation, and more. We are grateful to all our friends in quality for joining us on this exciting, rewarding, and worthwhile endeavor.



## Sharing SQA's Passion for Quality



SQA's Quality Calendar is another way we are able to share our passion for quality with others. Each year, the themes for the months are carefully chosen to convey the spirit of quality that SQA adopts in everything we do. The themes must be meaningful, visually striking, relevant to the industries we serve, and usually associated with a significant historical event. The themes are also chosen so that they may resonate with all those working in quality, as a reminder of the responsibility and the positive impact of quality on the world. The popularity of SQA's Quality Calendar has grown steadily, along with expectations for better photos, better stories, and stronger links with clients, each year. We trust that in this year's calendar, we have exceeded those expectations, and we hope you enjoy our 25th anniversary edition.

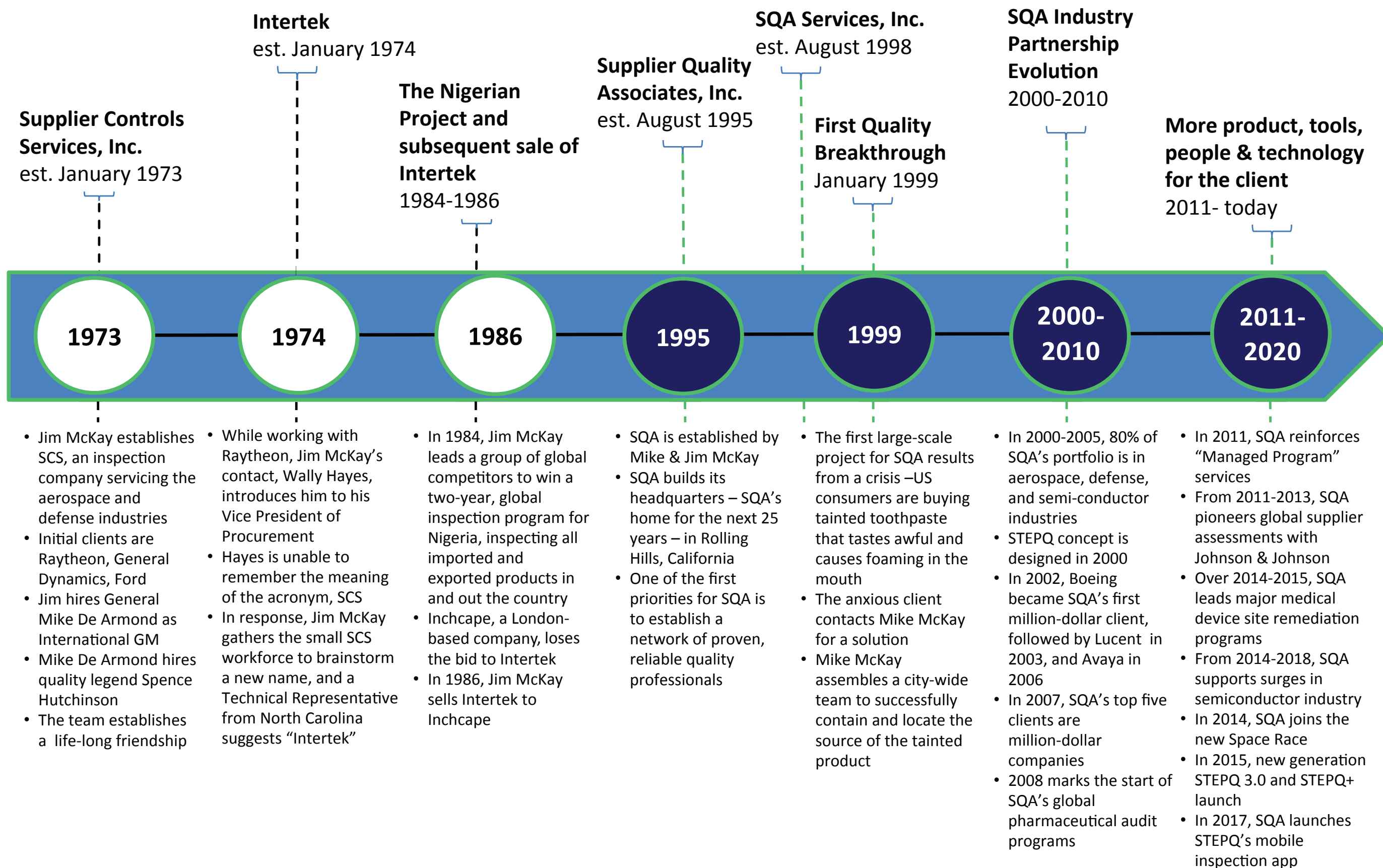
## SQA, Quality, and the Future

SQA was founded on the values of quality, integrity, and professionalism. Quality is literally our middle name! For us, SQA's 25th anniversary is both a milestone and a springboard. It represents 25 years of devotion to the idea that these values are a solid foundation on which to build a successful business – successful for clients, for suppliers, and for our people. It is also testimony to the fact that, regardless of industry upturns and downturns, new technology, or changing regulations, the principles of quality are universal, timeless, and irreplaceable. It is on these values and principles that SQA will continue to build – pursuing, along with our partners, surety, improvement, and excellence.





# SQA'S QUALITY HERITAGE





# Quality Launches



**JANUARY 2020**

One-hundred years ago, rocket pioneer Robert H. Goddard was ridiculed for his ideas on rocket propulsion and space flight in The New York Times article “Believes Rocket Can Reach Moon.” The pioneers of today believe in much bigger things, from self-landing boosters, to 3D-printed engines, to humans joining a robotic fleet already on Mars. While stable and reliable propulsion of increasingly sophisticated space hardware continues to be a fundamental aspect of this endeavor, quality is part of every launch – from concept to countdown. SQA is proud to be part of this journey through our evaluation, engineering, and inspection work with the biggest names in aerospace. In 1969, with Apollo 11 on its way to the Moon, The New York Times printed “The Times Regrets the Error” in response to its own article, printed nearly fifty years earlier.

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
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“It is difficult to say what is impossible,  
for the dream of yesterday is the hope of today  
and the reality of tomorrow.”  
**Robert Goddard**

December 2019						
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**New Year's Day**

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**Orthodox Christmas**

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**Martin Luther King Jr. Day**

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**Chinese New Year**

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# Quality Cures



## FEBRUARY 2020

Seventy-five years ago, Sir Alexander Fleming, Ernst Boris Chain, and Sir Howard Walter Florey were jointly awarded the 1945 Nobel Prize in Physiology or Medicine “for the discovery of penicillin and its curative effect in various infectious diseases.” It was also during the 1940s that the drug was made available for therapeutic use. Rapid advances were made in understanding the molecular structure of the antibiotic, as well as higher-volume, more cost-effective manufacturing processes. Today, penicillin is still one of the most widely used antibiotic agents in the world. Like all its therapeutic relatives, penicillin is regulated and must be produced according to good manufacturing practices. SQA visits thousands of suppliers all over the world and evaluates their manufacturing practices against industry standards – thereby helping clients, and ultimately patients, assure quality in their antibiotic supply.

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY





FRIDAY

SATURDAY



“The glory of medicine is that it is constantly moving forward, that there is always more to learn.  
The ills of today do not cloud the horizon of tomorrow, but act as a spur to greater effort.”  
**William James Mayo**

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2	3 Thanks to PENICILLIN ...He Will Come Home! 	4	5	6 IPEC Europe Annual Excipients Forum - Aix-en-Provence, France	7	8
9	10	11	12 Lincoln's Birthday	13	14	15
16	17 Washington's Birthday	18	19	20	21  <small>Sir Howard Florey</small>  <small>Sir Alexander Fleming</small>  <small>Ernest Boris Chain</small>	22
23 ASQ Lean and Six Sigma Conference - Phoenix, AZ	24	25	26	27	28	29

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# Quality is Iconic



## MARCH 2020

Fifty years ago, the first deliveries and commercial flights of the new Boeing 747 Jumbo Jet took place and changed the face of aviation for the decades to follow. Overcoming predictions of a future with other sleeker, supersonic aircraft and a lost opportunity for a military transport contract, the design and production team at Boeing – who became known as “The Incredibles” – bounced back to roll out the largest civilian airplane in the world in a record 16 months. The iconic Queen of the Skies made its mark with a design that moved the cockpit up and out of the way of main-deck loading and created space for what was to become a symbol of 1970s style: the first-class, upper-deck lounge. Numerous variations followed, and in 2014, the Boeing 747 became the first wide-body commercial/cargo aircraft in history to reach 1,500 deliveries. SQA is proud to be part of the heritage of all of our aviation clients through a variety of quality initiatives, from supplier evaluation and remediation to precision parts inspection.

SUNDAY

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PCPC Annual Meeting - Palm Beach, FL

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NASA's Quality Leadership Forum - Cape Canaveral, FL

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St. Patrick's Day

Spring Equinox

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February 2020

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PDA Annual Meeting - Raleigh, NC

ISPE Europe Annual Conference - Madrid, Spain

"My firm conviction from the start has been that science and hard work can lick what appear to be insurmountable difficulties."

William E. Boeing

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# Quality is Heroic



**APRIL 2020**

According to the National Interagency Fire Center, an average of 74,000 wildfires have raged across the US each year from 1988-2018. Over this period, even though the increase in numbers of wildfires remains flat, the average acreage impacted has more than doubled, from three to seven million acres. The increased human, environmental, and financial costs are demanding faster, safer, and more effective ways to tackle the problem. While technology such as drones, satellite imaging, and even advanced data analytics and AI is being rapidly introduced, traditional methods like firebreaks and feet on the ground are still an integral part of the response. SQA salutes the brave response and recovery teams that tackle these frightening conditions. We are proud to think that our work with quality-critical companies from aerospace to communications to personal protective equipment goes some way towards protecting and supporting these people in environments where failure is not an option.

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“Only you can prevent wildfires.”  
Smokey the Bear

March 2020						
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PDA Annual Meeting - Raleigh, NC
ISPE Europe Annual Conference - Madrid, Spain

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**6 The cost of outfitting a wildland firefighter**

According to a report published by the U.S. Forest Service, it costs about \$2,700 to outfit a wildland firefighter from head to toe. The breakdown, as modeled by L...



Emergency pack including things like a medical kit, navigational guide, headlamp, etc. **\$300**

Rogue helmet **\$44**

Hard hat **\$55**

Two Nomex flame-resistant shirts **\$300**

Communications radio **\$800**

Fire shelter **\$400**

Two pairs of gloves **\$30**

Boots (depending on personal preference) **\$400-\$600**

**7**

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Hard hat **\$55**

Two Nomex flame-resistant shirts **\$300**

Communications radio **\$800**

Fire shelter **\$400**

Two pairs of gloves **\$30**

Boots (depending on personal preference) **\$400-\$600**

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Good Friday

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Easter Sunday

**13**



Emergency pack including things like a medical kit, navigational guide, headlamp, etc. **\$300**

Rogue helmet **\$44**

Hard hat **\$55**

Two Nomex flame-resistant shirts **\$300**

Communications radio **\$800**

Fire shelter **\$400**

Two pairs of gloves **\$30**

Boots (depending on personal preference) **\$400-\$600**

**14**



Emergency pack including things like a medical kit, navigational guide, headlamp, etc. **\$300**

Rogue helmet **\$44**

Hard hat **\$55**

Two Nomex flame-resistant shirts **\$300**

Communications radio **\$800**

Fire shelter **\$400**

Two pairs of gloves **\$30**

Boots (depending on personal preference) **\$400-\$600**

15	16	17	18
Annual Science & Engineering Technology Conference - Miami, FL			

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Earth Day

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Always hold matches 'til cold  
Be sure to drown all fires  
(c. 1944)

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ISM Annual Conference - Boston, MA

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May 2020						
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# Quality Secures



**MAY 2020**

According to the *Ninth Annual Cost of Cybercrime Study* published by Accenture, security breaches have increased 67% in the past five years, and the organizational value that is at risk globally from direct and indirect cyberattacks over the next five years is \$5.2 trillion. Quality and risk management go hand-in-hand, and the mechanisms set up to identify and mitigate risks in the supply chain naturally extend to the realm of cybersecurity. To this end, supplier quality assurance initiatives are being broadened to ensure that preventative measures that are applied internally are applied in equal measure upstream in the supply chain. According to defense security experts, second- and third-tier suppliers become the next logical target for major manufacturers with effective security systems in place. SQA's major audit programs have steadily evolved to incorporate the increasing demands of data integrity and security in the supply chain – even to the extent that cybersecurity-only supplier audit programs are now a reality.

SUNDAY

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WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

“Our real problem then, is not our strength today; it is rather the vital necessity of action today to ensure our strength tomorrow.”  
Dwight D. Eisenhower

April 2020						
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International Labour Day

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ASQ World Conference - Columbus, OH

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Interpack - Düsseldorf, Germany

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Interpack - Dusseldorf, Germany  
Mother's Day

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Space Tech Expo & Conference - Long Beach, CA

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Memorial Day

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DO SOMETHING.  
MEASURE IT.  
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GLOBAL CYBER ALLIANCE

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June 2020

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# Quality Saves



## JUNE 2020

While it has been more than 90 years since the famous Hollywood stunt pilot, Roscoe Turner, managed to safely recover a whole aircraft using a specially configured parachute, full aircraft recovery did not begin to take serious shape until the 1980s, with a ballistic recovery system patent filed by Boris Popov following his near-death experience in a hang glider. The concept of aircraft recovery was further developed after Alan Klapmeier, the co-founder of Cirrus Aircraft with his brother Dale, also survived a serious light aircraft accident, and as a result, decided to implement a survival device on the company's aircraft models. A collaboration in 1998 between Popov's company, Ballistic Recovery Systems, and the Klapmeier brothers, saw the concept widely realized, leading to many hundreds of lives saved in the years since. Today, the whole-airframe parachute comes standard on several models of aircraft, including jet-powered models. SQA's long association with the aviation industry – notably our chairman, Jim McKay's, and Jim's grandson, Johnny McKay's, personal stakes as certified pilots – has made our contributions in aviation supplier quality assurance understandably personal.

SUNDAY

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THURSDAY

FRIDAY

SATURDAY



May 2020

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PDA Europe Conference on  
Quality & Regulations - Dublin, Ireland

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Generis American BioManufacturing  
Summit - San Francisco, CA

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Summer Solstice

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Father's Day

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July 2020

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"The most difficult thing is the decision to act, the rest is merely tenacity."  
Amelia Earhart

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# Tokyo 2020

## 8 Equestrian Park

■ Equestrian (Dressage, Eventing, Jumping) ▲ Equestrian

**9 Musashino Forest Sport Plaza**  
 ■Badminton / Modern Pentathlon (Fencing)  
 ▲Wheelchair Basketball

**10 Tokyo Stadium (Ajinomoto)**  
■ Football / Modern  
Pentathlon (Swimming, Fencing, Riding, Laser-Run) / Rugby

**11 Musashinonomori Park**  
■Cycling (Road)

**26-28 Makuhari Messe**  
**Hall A-C**  
■ Taekwondo ■ Wrestling  
/ Fencing ▲ Sitting  
Volleyball / Taekwondo  
/ Wheelchair Fencing /  
Goalball

**29 Tsurigasaki Beach**  
Surfing Venue  
■ Surfing

- Olympic Stadium**
- OV Olympic/Paralympic Village**
- TS Tokyo Big Sight**

Tokyo International Exhibition  
Center: International Broadcast  
Center / Main Press Center

### 31 Asaka Shooting Range

■▲ Shooting

### 32 Kasumigaseki Country Club

■ Golf

### 33 Enoshima Yacht Harbour

■ Sailing

### 34 Izu Velodrome

■▲ Cycling (Track)

### 35 Izu MTB Course

■ Cycling (Mountain Bike)

### 36 Fuji International Speedway

- ▲ Cycling (Road)

### 38 Yokohama Baseball Stadium

■ Baseball / Softball

## 41 Ibaraki Kashima Stadium

## 42 Saitama Stadium

### 43 International Stadium Yokohama

- Football

# Quality Plans



Fifty-six years after Tokyo first hosted the Summer Olympic Games, the city will once again be home to the Olympic flame. More than 11,000 athletes and 206 nations are expected to participate, and the city is planning for almost one million visitors per day. The Organizing Committee is well placed to take advantage of the many modern quality management tools and techniques originating in Japan to prepare, execute, and control the countless tasks involved with planning the Olympic Games. In addition, to maximize the budget of nearly US\$13 billion announced by the Organizing Committee in December 2018, Tokyo will use as many existing competition venues as possible – specifically, those built for the Games in 1964. This is aligned with five main sustainability themes: Climate Change (zero carbon); Resource Management (zero waste); Natural Environment and Biodiversity; Human Rights, Labor, and Fair Business Practices; and Involvement, Cooperation, and Communications (engagement). According to the International Olympic Committee, “The goal of the Olympic Movement is to contribute to building a peaceful and better world by educating youth through sport practiced without discrimination of any kind and in the Olympic spirit, which requires mutual understanding with a spirit of friendship, solidarity and fair play.” SQA enthusiastically supports this goal and looks forward to enjoying the Games.

# SUNDAY

# MONDAY

TUESDAY

WEDNESDAY

# THURSDAY

FRIDAY

## SATURDAY

“Think of at least four factors which influence your problem. See if a shift in one of these causes can give you a different effect to explore.”  
**Kaoru Ishikawa**

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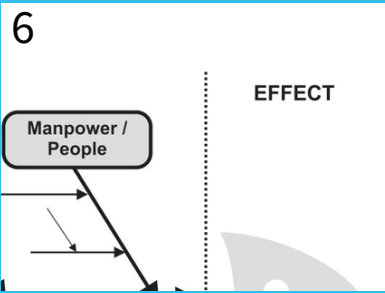
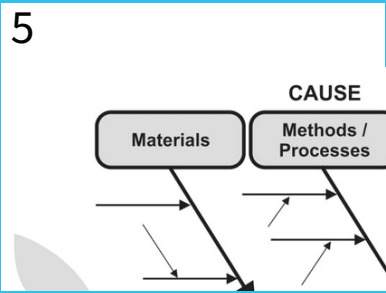
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Independence Day



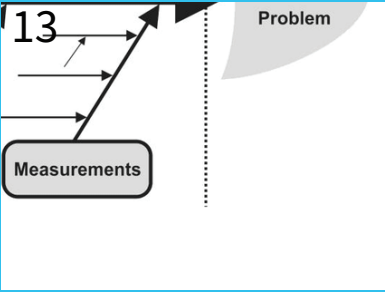
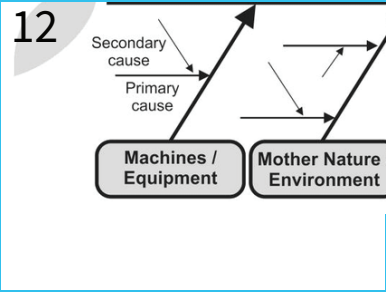
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# Quality Protects



## AUGUST 2020

Almost a quarter-century ago, companies were proposing conceptual designs for a “affordable next generation strike aircraft weapon systems for the Navy, Air Force, Marines, and allies” Joint Strike Fighter aircraft. To achieve this, the final product would have to incorporate advanced stealth, exceptional agility and maneuverability, sensor and information fusion, network-enabled operations, and advanced sustainment. The result was the F-35 Lightning II, an aircraft that boasts greater survivability, situational awareness, and effectiveness for pilots, as well as improved readiness and lower support costs. The system is available in several configurations and is just as impressive in “Stealth Mode” as it is in “Beast Mode.” A network of more than 1,500 suppliers produces the nearly 300,000 parts, with approximately 11,000 unique part numbers, used to build each F-35. The production process of the F-35 has steadily evolved since it was first delivered in 2011. At that time, it took 153,000 hours to build. In 2015, deliveries were meeting the 50,000-hour mark. Today, the focus continues to be on efficiency and quality improvement. With a proud history of support of the defense industry, SQA is excited to see quality playing a role in protecting peacekeepers around the world with such cutting-edge defense initiatives.

SUNDAY

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TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

“The exercise of intelligent forethought and of  
decisive action sufficiently far in advance of any likely crisis.”  
Theodore Roosevelt

July 2020						
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# Quality Sustains



## SEPTEMBER 2020

Fifty years ago this month, a surgical team at the Princess Elizabeth Orthopedic Hospital in Exeter, UK, first implanted a hip replacement system that would help set the standard for what is one of the most common orthopedic procedures today. The system, which was made available for clinical use in the fall of 1970, comprised a stem-cup-head design that has changed little in the decades since – despite significant advances in materials and surgical techniques. SQA's long association with such life-altering medical devices has involved programs for global quality engineering and validation, supplier evaluation and remediation, and even product inspection. For the hundreds of thousands of people who receive such implants each year in the US alone, SQA helps assure a long and successful unification.

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SATURDAY



August 2020						
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Labor Day

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PDA Europe Conference on Medical Devices  
& Connected Health - EU

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Rosh Hashanah

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Fall Equinox

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“We cannot solve our problems  
with the same thinking we used  
when we created them.”  
**Albert Einstein,**  
Physicist

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# Quality is Loyal



## OCTOBER 2020

There has always been a special bond between people and animals, and in a world of increasing technical connections, these living connections are becoming a more important part of people's lives. According to Dr. Markus Edingloh, Head of Bayer Animal Health Veterinary Scientific Affairs, "There are numerous examples of the life changing potential of human and animal relationships." The US Center for Disease Control and Prevention claims that there are many health benefits of owning a pet, from decreasing blood pressure, cholesterol levels, and triglyceride levels, to increasing exercise and social interaction. Along with the growth in human-animal companionship (pet ownership), is the staggering growth in the animal health industry. The global animal health market, which comprises both companion and production (livestock) segments, is expected to expand into the range of \$40-50 billion in the next three to four years. With the industry closely mirroring human healthcare, quality and regulatory compliance is a top priority. SQA's managed supplier audit and remediation programs are helping some of the world's biggest names in healthcare to provide safe and effective treatments for all kinds of loyal friends, whether they are furry, feathered, or finned.

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY



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“The greatness of a nation and its moral progress can be judged by the way its animals are treated.”  
Mahatma Gandhi

September 2020							November 2020							1	2	3
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# Quality is Monumental



NOVEMBER 2020

Set in the granite batholith of the Black Hills of South Dakota, Mount Rushmore stands 500 feet high as a symbol of the passion and proactive persistence that the founders and Presidents of the United States of America embodied to unite the nation. In 1923, South Dakota state historian Doane Robinson had an idea to carve a monument to pay homage to the leaders who have played important roles in American history, and in 1924, he convinced sculpture artist, Gutzon Borglum, to design and construct the sculpture. Charles E. Rushmore, a title attorney and the namesake for the land where the monument sits, was a proud donor in support of Borglum's vision for "a national monument commemorating America's founders and builders." The Presidential monument, which was built by more than 400 workers, and took nearly a quarter of a century to complete, represents the first 130 years of US history. Presidents Washington, Lincoln, Jefferson, and Roosevelt were selected by Borglum because of their role in preserving the Republic and their ability to best exemplify the foundation, expansion, and perseverance that he felt Americans should not take for granted. Often focused on the daily grind, Americans rarely take the time to consider the founders and Presidents of the United States of America and the example they have set for grand pursuits and perseverance. At SQA, we collaborate with clients that embody these ideals through the management of highly complex, highly regulated suppliers that are spread across the world, providing innovative products that cure diseases, maintain our wellbeing, and provide us with hope for future generations.

SUNDAY

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The background of the slide is a reproduction of the painting 'The Starry Night' by Vincent van Gogh. It depicts a swirling night sky with a large, bright crescent moon and numerous stars, each surrounded by a halo of light. In the foreground, there are dark, silhouetted hills and a prominent, flame-like cypress tree on the left.

Quality is ...



**DECEMBER 2020**

Sometimes quality cannot be expressed in words. *The Starry Night* by Vincent van Gogh is one example. It is one of the most recognizable works of art in history, and the subject of appreciation and intense study for over a century. Its beauty is timeless and universal. Vincent van Gogh painted *The Starry Night* near the end of his life in 1889 during his stay at the asylum of Saint-Paul-de-Mausole near Saint-Rémy-de-Provence. Thought to be a combination of imagination, memory, emotion, and observation, the oil painting on canvas depicts an expressive, swirling night sky and a sleeping village, with a large flame-like cypress, thought to represent the bridge between life and death, looming in the foreground. While few could compare to the creative genius of van Gogh, the presence of creativity in the world of quality is often underestimated. According to the ASQ's body of knowledge for Organizational Excellence, creativity is essential to quality. By their very nature, problem-solving and improvement activities require new ideas in order to progress. At SQA, we pride ourselves on our creativity and agility in developing and implementing solutions to the quality challenges of today.

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

SATURDAY

“Beauty is in the eye  
of the beholder.”  
Margaret Wolfe  
Hungerford

November 2020						
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	Winter Solstice				Christmas Day	Boxing Day

27	28	29	30	31	<div>January 2021</div> <table><tr><th>S</th><th>M</th><th>T</th><th>W</th><th>T</th><th>F</th><th>S</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td>1</td><td>2</td></tr><tr><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td></tr><tr><td>10</td><td>11</td><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td></tr><tr><td>17</td><td>18</td><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td></tr><tr><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td></tr><tr><td>31</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>	S	M	T	W	T	F	S						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						
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Quality Launches



Quality Cures



Quality is Iconic



Quality is Heroic



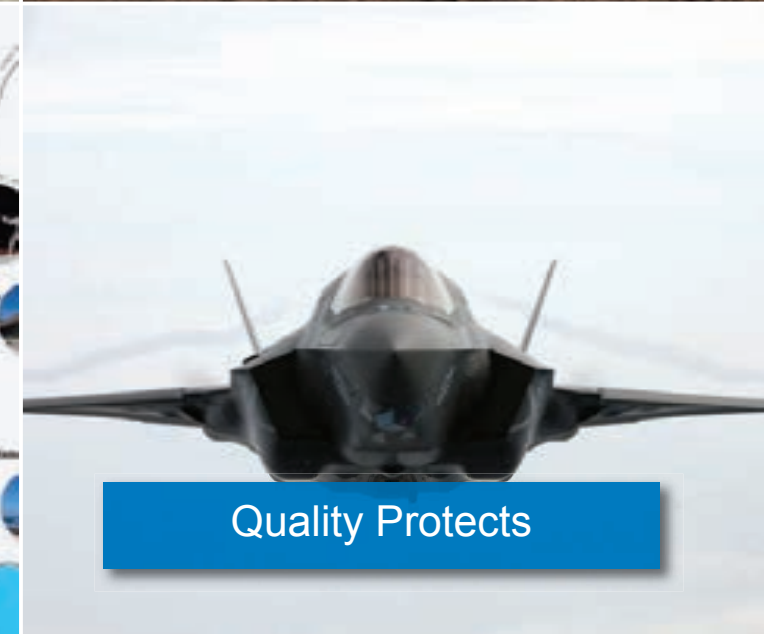
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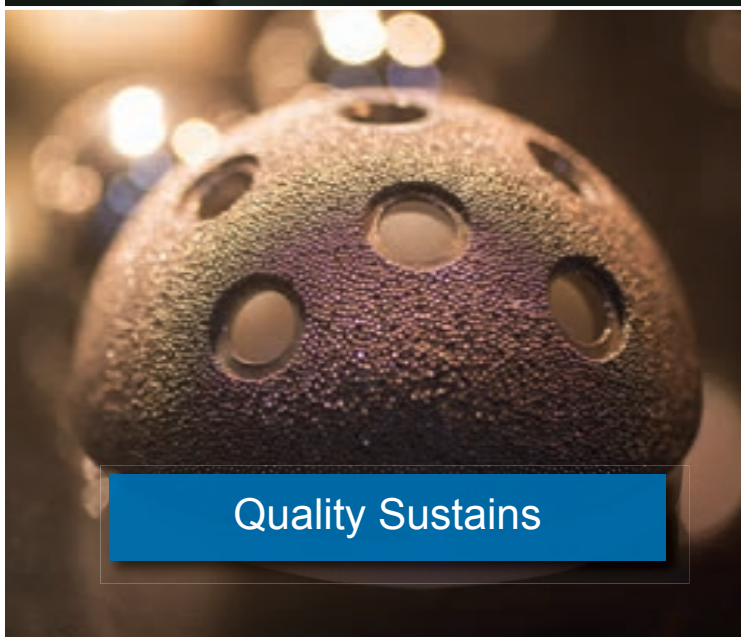
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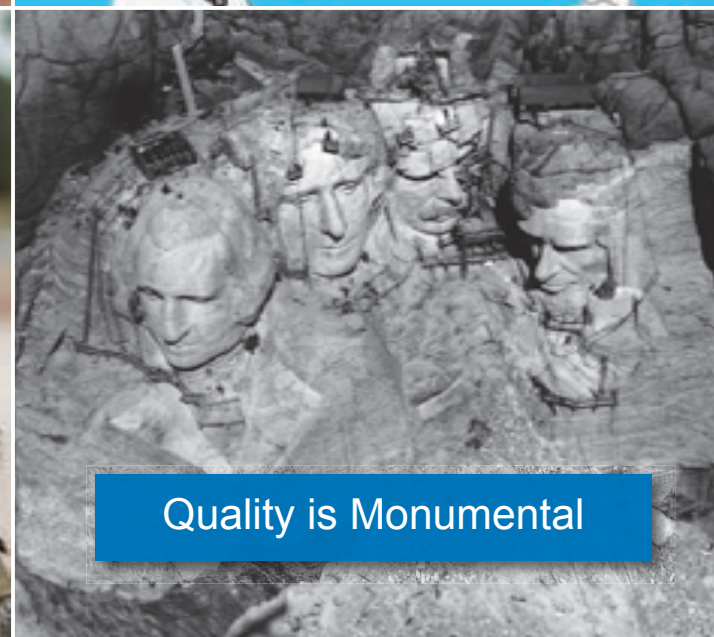
Quality Protects



Quality Sustains



Quality is Loyal



Quality is Monumental



Quality is ...



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