

Quest

ISO certification latest Autumn 2002

WHEN STANDARDS GO HAND IN HAND

Demolition experts, road-working crews and asbestos removal companies are just some examples of the people on Prime Safety's burgeoning client list.

And the main reason for seeking ISO 9001 certification was to reassure these customers and attract new ones, as company Administrator Sheila Bolt explains: **"We advise on all aspects of health and safety so we necessarily thought we should have evidence of the high standard of our own procedures."**

A growing public awareness of health and safety issues has ensured that Prime Safety (Europe) Ltd is currently experiencing a particularly busy period of trading.

From its headquarters in Kent, England, the company offers expert advice and training on health and safety requirements that relate to any given industry.

And why did ISO 14001 certification seem like the logical next step?

Sheila Bolt: **"The two standards go hand in hand. In most of the industries we deal with, environmental concerns are of paramount importance. ISO certification gives us added credibility with our clients, essential in our role as advisors."**

A trend is fast developing among companies to quickly put the environmental standard ISO 14001 in place

after they have achieved ISO 9001.

Prime Safety provides a good example of the benefits to be found in this holistic approach to quality assurance.

Of course, finding an organisation that can offer a pragmatic approach based on a company's individual needs certainly makes the idea of ISO certification more appealing. At QAS we consistently deliver just such a service.

Sheila Bolt: **"We are very happy. The assessors were great and the process went very smoothly. We are happy to recommend QAS and, indeed, do so on a regular basis."**



■ IMSM business manager Richard Beacham presents ISO 9001 and ISO 14001 certificates to Prime Safety (Europe) Ltd's Sheila Bolt

■ Hyperlink: www.primesafety.com

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Getting serious about ISO

Two very different companies with one man at the helm are now enjoying the benefits of ISO certification.

Based in Atlanta, Ace International is a freight-forwarding specialist and the man in charge is Kim McGurgan.

He saw ISO certification as a vital component in enhancing the company's profile: **"I want to visit the largest cardboard manufacturer in Australia recently and when I told him we were ISO certified he said, 'Oh so you're serious then.'**

"In a nutshell, that's what it does for you. Dupont is a major client of ours and part of their requirement is that companies are ISO certified.

"We are looking to expand into Europe and Asia and large companies in these areas either insist on it or at least prefer it. It basically tells people that you cross the T's and dot the I's."

Mr McGurgan's other business interest is Aussie Catalog which supplies anything from novelty boomerangs to Rolf Harris CDs online or by mail order.

A former client of Ace International, the company had a container full of souvenirs sitting on the dock when the owner decided to call it a day and head back to Australia. Kim McGurgan saw the opportunity, took it over and has turned it into a thriving business.

He quickly realised that ISO

certification would be an integral part of the marketing strategy:

"The aim for Aussie Catalog is to target and develop the corporate market. For example, Bank of America do Aussie events so we would look to supply the merchandise. Of course, these big chains want to have assurances about their suppliers and having ISO gives us a big advantage."

And Mr McGurgan was impressed with the way QAS did business: **"Assessor Stan O'Donnell was brilliant. Couldn't do enough for us. I've been very happy to recommend QAS to major companies in the Atlanta area."**

■ Hyperlink: www.aussiecatalog.com

Quest is printed using environmentally-friendly materials

Editorial by Gavin Calthrop - Designed by Graham Carter - Printed by ESP Colour Ltd, Swindon

Vidalies favouring the personal approach

IMSM has just added another string to its bow with the certification of French company Vidalies who deal in scrap metal brokering for recycling purposes.

Based in Aquitaine, Bordeaux, Vidalies has built itself a strong reputation in its field for the quality of its service, favouring a personal approach to client and supplier relations, based on mutual trust.

The company decided to strengthen this reputation even further by way of ISO certification.

IMSM area manager Abel Benamza was able to allay the company's fears of having to change existing work patterns, convincing M. Vidalies of the reassuringly pragmatic approach we have to certification.

And he was delighted with the results, telling us: **"IMSM has an excellent business approach and**

our auditor was first class. She grasped very quickly the needs of a small company like ours and everything went brilliantly."

Quality manager Chantal Garcia agrees: "We dealt with charming people and we are completely satisfied with the outcome."

Among other benefits of ISO 9000 compliance, she mentions a better management of non-conformances, which can only mean improved client satisfaction.

Vidalies has therefore shown its willingness to improve quality – a must for a company that contributes to environmental protection by the recycling of scrap metal.

As for IMSM, it's further evidence that we are perfectly suited to help small businesses towards ISO 9000 certification, whatever their field of activity.

■ IMSM's Abel Benamza presenting the ISO 9001 certificate to M. Phillipe Daniel, Director General of Vidalies.



IMSM goes undercover!

IMSM area manager Herbert Baumann is introducing a growing number of companies in Germany to the benefits of ISO certification.

Germany is leading the way in ISO awareness with the latest edition of the official ISO magazine reporting that Germany has the highest number of certification bodies of any country in the world.

And amongst this stiff competition, IMSM is establishing a reputation for delivering a cost-effective and efficient way of achieving certification.

Responsible for the region in and around Stuttgart, Herbert Baumann has recently seen three clients successfully achieve ISO 9000:2000 certification.



One of these, Undercover Visual Production, GmbH are specialists in all phases of photo processing and printing.

The company works internationally doing virtual photography, electronic photo processing and digital printing for various businesses in different sectors.

QAS lead assessor Wolfgang Weinart was responsible for seeing Undercover through the certification process and

believes it will be a great asset. **"The ISO standard is a measure of Undercover's high quality of management systems and offers a guarantee to clients. It also illustrates the company's commitment to a continuous process of improvement and development."**

Herbert Baumann presented the ISO 9000:2000 certificate to Undercover managing director Herr Giessler, to Herr Martmuller of Spaeth GmbH and Herr Bulla of Bulla GmbH.

Look out for detailed profiles of these companies in the next issue of Quest.

■ **Hyperlink:**
www.spaethgmbh.de



■ IMSM area manager Herbert Baumann (left) presents the ISO 9000:2000 certificate to Herr Bulla of Bulla GmbH

Cautious optimism in the US economy

In April of this year, President Bush announced that the American economy grew by 5.8 percent in the first quarter of 2002 – encouraging signs for a country engaged in a war on terrorism, on a heightened state of national security and trying to

pull itself out of a recession.

In the same speech the President made clear his objective was “to make sure the short-term recovery is a long-term recovery.”

There is cause for cautious optimism that the recovery will

prove to be more durable than financial markets currently suggest.

Most agree, though, that there is still much to be done. At QAS we are seeing a growing number of companies, in all sectors, turning to ISO 9001 as means of

ensuring they are operating at optimum efficiency.

As the three examples here illustrate, quality assurance and efficiency have become the key to success and survival for multi-nationals and small-to-medium-sized enterprises...



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With over 40 years' experience in the fastener industry, the Crown Screw and Bolt Corporation (CSBC) is a very well respected Indianapolis-based company which is looking forward to its first annual audit.

It tried to achieve ISO certification about five years ago with a different company but found the process was crippling and the costs astronomical.

However, the QAS approach convinced CSBC to consider ISO again as joint owner Fay Adams explains: **“We were recommended QAS by a company called World Washer and I was very impressed with the proposal put forward and the costs, so we proceeded.**

“We are delighted with the results and the manner in which the audits took place.

“I recommend QAS to everyone and don't think there is a better company out there in the field of ISO certification.”

Another QAS client enjoying the numerous benefits of ISO 9001 is Stainless Commodities in Schaumburg, Illinois.

It supplies primary and secondary stainless coil, sheet and strip to service centres throughout the United States.

■ Hyperlinks:

www.crownscrew.com,
www.stainlesscom.com

Contemporary Carbide Technologies (CCT) is just one of our clients who are looking to the future with optimism.

In fact, the organisation is in the process of moving into a larger facility in Florida, twice the size of its existing one.

CCT manufacture tungsten carbide tooling that includes wear parts, punches, cold heading nibs, extrusion dies and extrusion mandrels. The customer list includes major companies in the aluminium extrusion, fastener and copper drawing industries.

CCT Vice President Dave Gee, came to QAS after hearing about our fixed cost ISO certification service: **“The biggest attraction of QAS was the fixed cost. Lots of companies market ISO but the cost can spiral out of control. QAS gave us an excellent service and we have recommended them to other companies.”**

And Dave Gee believes that CCT has benefited enormously from having ISO 9001 certification: **“Certification has been of huge benefit to us because it has been instrumental in attracting new customers. Of the internal benefits, I would say we have seen the most positive effect on our documentation. We now have specific targets and goals to achieve each month and so it has instilled a discipline to the way we do things.”**

■ E-mail: cctfla@bitsstorm.net

“Traceability has been the biggest benefit of ISO certification for us,” said Suzy Palmer, manager of Viadon LLC. **“We can now trace any problems in the organisation far more efficiently. Overall it has helped us attract some of the larger companies and reassures our existing customer base of the high standard of our management systems.”**

Based in Monee, Illinois, Viadon LLC specialise in die cutting, mfg tape and molded products, and have customers throughout the USA, Canada and Mexico.

QAS lead assessor Jerry Evans has just carried out an annual audit, which Viadon LLC passed with flying colours. He described the company as “Brilliant”.

And the feeling was mutual. Suzy Palmer: **“We thought the QAS service was wonderful. In the beginning the whole process seemed very confusing, but all the assessors were very good at explaining and simplifying things so that it was accessible to us.”**

■ Hyperlink: www.viadon.com



On the road with IMSM

Atlantic making a stand!

After the success of exhibitions in Paris, Hanover and Atlanta, the IMSM stand will now be travelling to Birmingham in September for Interplas and to Lyon in November for Pollutec.

Interplas 2002 is the largest plastics and rubber industry exhibition in the world, with over a thousand exhibitors expected at Birmingham's NEC from 30th September to 4th October. You will have the opportunity to meet the IMSM team, have a coffee and enter our prize draw for a weekend break to Paris for two people.

We will be introducing the environmental standard, ISO 14001 and outlining its particular relevance to all sectors of the plastics and rubber industry.



■ On the IMSM stand are IMSM's Owen Wright, Michael Bright, Helene Jukes, and visitors

Pollutec is the 18th International exhibition of environmental equipment, technologies and services for industry and local

authorities. Held at Lyon Eurexpo, France, from 26th to 29th November, there will be an estimated 60,000 visitors and exhibitors from more than 33 countries.

IMSM managing director Michael Bright is thrilled with the response from these exhibitions:

"Attending these exhibitions provides a vital link with existing and potential clients.

"They are an integral part of our ongoing commitment to offering the highest standard of service to our customers and establishing ourselves

as market leaders in the field of quality assurance."

■ **Hyperlink:** www.interplas-expo.co.uk, www.pollutec.com

As the article, left, shows, attending exhibitions and conventions is becoming an integral part of business life and marketing strategy – and creating the right image for your company is absolutely essential.

That's where Atlantic International comes in. Based in Chichester, England, the company specialises in designing exhibition stands and consulting on all exhibition requirements, and is establishing a formidable reputation in its field.

Atlantic International partner Chris Reynolds explains why he decided to seek ISO 9001 certification: **"We wanted it because we believed it would help us to get government contracts. And since achieving certification in February, we have been put on the DTI tender list. It has helped us get taken seriously by larger companies, corporations and government departments, and lends further credibility to our company profile."**

And business continues to look good for Atlantic with a client list including Barclay's Bank, BA, London Eye and Madame Tussaud's. The company's work can be seen all over the world from Earl's Court to the Las Vegas Convention Centre.

And what of the certification process itself? Chris Reynolds: **"We were very happy with the way QAS handled the process. We imagined it would be a rather arduous ordeal, but with the help of QAS assessor David Maine, who was very knowledgeable it went very smoothly."**

■ **Hyperlink:** www.atlanticinternational.co.uk



Now by royal appointment!

IMSM attended the Cebit exhibition in Hanover, Germany and enjoyed a visit to the stand by HRH Prince Andrew. IMSM representative Birgit Harder is pictured waiting for the prince's arrival. He showed great interest in the world's largest trade show for information and telecommunications technology.

Frequently Asked Questions

■ **I feel that our company would benefit from ISO certification but I'm worried that the costs could spiral out of control.**

This is a common and entirely justified concern. To allay these fears, we at IMSM actually tailor a package to suit each individual client and offer a fixed price. This allows you to have complete control over your costs.

■ **I've heard that the disruption caused by the certification process can be terrible and I just don't know if our company can cope with that.**

We understand the need to help you achieve ISO certification in a manner that causes as little disruption to normal daily activities as possible. As far as we are concerned, the

collaborative aspect of the process is key. Here's what one of our clients, Ms Adcock of RPT Computer Installations Ltd, had to say: "We found the assessor's attitude incredibly refreshing. They were here very much to help and not impose something unworkable or costly on us. And the continuity of service has been first class."

Please send your questions via e-mail or post, to our worldwide head office where you can also arrange a no obligation meeting with your nearest IMSM business manager, if you require more detailed advice. See contact details on our website.