

A business edge through International Standards

IMSM helps thousands of businesses worldwide achieve ISO 9001:2008 (Quality), ISO 14001 (Environmental), ISO 27001 (Information Security) and BS OHSAS 18001 (Health & Safety) certification, through fixed-fee management systems. Holding these standards demonstrates to customers, prospects and suppliers that the company works to logical and documented systems, reducing costs and waste, with continuous improvement triggers built in. Here are some examples of how ISO certification has helped IMSM's clients in The Philippines and Malaysia.

Only Positive Comments | A premier service



In 2005 Kin Copper Electric Sdn Bhd in Kuala Lumpur was the first company to gain ISO 9001 certification in Malaysia. Having worked with IMSM to achieve this, they continued the relationship by renewing their certification annually through the requisite audit.

Kin Copper Electric manufactures and distributes a wide range of enamel copper wire, insulating materials, electrical parts and components. The company has an established as well as a growing customer base throughout Malaysia and foreign markets.

Woon Yeow Kan, the Finance Manager explained, "The reason for embarking on the ISO 9001 process was twofold. Firstly we wanted a documented effective

management system, and secondly, and just as importantly, we wanted to implement better operational procedures. We were aware that the process would give us the ability to track performance, evaluate the shop floor workings and the effectiveness of any improvements."

"Having ISO 9001 has resulted in our processes running more smoothly, redundancies and mistakes have been substantially reduced and we have been able to cut down our administration procedures. So yes we have seen savings, right down to the fact that we use less stationery! The other positive result is that our customer base has increased."

"While we were worried that the staff would not "buy in" to the ISO processes we wanted to introduce," Mr Woon continued, "IMSM really came to the fore. They were very helpful in convincing our staff that this was going to be beneficial for everyone. IMSM were referred to us in the first place and we in turn would not hesitate to refer them to other companies. We have only positive comments to make about their service."

www.kincopper.com.my

International Management Systems Marketing Ltd (IMSM) was founded in 1994 to add value to businesses around the world by providing structured management systems which increase their efficiency and competitiveness, through internationally recognised standards. From its UK headquarters, IMSM has developed a strong network in Europe, USA, Canada, South Africa, and the Asian Pacific region. IMSM's fully trained and experienced team of auditors hold IRCA (International Register of Certified Auditors) qualifications. The company is an active member of business and quality organisations around the world. See website for details.

Blue Horizons Travel & Tours Inc is an award-winning tour company dealing with all aspects of travel to and from the Philippines, including a specialist corporate division. The company achieved ISO 9001 in October 2008 and chose IMSM to undertake the task of helping them to certified status.

General Manager, Alex Stutely, joined Blue Horizons four years ago. He explained why the company decided to go for ISO 9001. "We wanted to demonstrate to our clients that we are operating the business in a well-structured and efficient way. We also wished to prove that we are using formalised and efficient business processes. The IMSM assessor took us through our many processes to help us look at our organisational techniques and put structures in place that will show our customers we are serious about providing a first-class, efficient service."

Established in 1981 Blue Horizons Travel & Tours Inc has over 90 staff and offices in Manila, Cebu, Boracay and Bohol. Its wide range of services makes it essential that there are systems in place to ensure their clients' travel arrangements go without a hitch.

"Our outbound division provides a comprehensive international travel service to corporate and institutional clients. This travel service includes automated ticketing, travel management, itinerary planning, and documentation and ground arrangements worldwide for leisure or business travellers," said Alex. "We feel the benefits of ISO 9001 gained with IMSM will increase our international trade and in turn increase our profitability. There will be other benefits such as improved staff motivation and morale and reduced waste."

The company's inbound services cover sightseeing, package tours and round trips, domestic flights, car and coach rentals, multi-lingual tour guides, study tours, congress and conventions. It is also the ground handler in the Philippines for some of the biggest tour wholesalers in Europe, the Middle East and Asia.

"The mission of Blue Horizons Travel & Tours, Inc. is to be the leading travel and related services company of choice, providing premier services and innovative options to all customers. With the help of IMSM and our ISO 9001 certification we are in a much better position to achieve our ambitions," said Alex.

www.BlueHorizons.travel



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To date, IMSM has helped more than 8,000 organisations around the world to achieve ISO certification

Delivering fuel and fantastic service



Operating for only seven years, CS & T Subic Inc, based in the Subic Bay Freeport Zone, aims to be more than just a delivery service and is committed to providing the highest of customer care. To make sure that its operations run as smoothly as possible, the company used IMSM to help it achieve ISO 9001.

Distributors of petroleum fuel such as gasoline, diesel, and also lubricants, CS & T Subic Inc. has wholesale and retail arms of the business. This gives its clients options that make the buying of fuel products easier.

Abner Cabalquinto Jr. is General Manager of CS & T Subic Inc. He is determined that the business keeps the reputation it has gained for excellent service. "Our company began by providing fuel for Philippine Airlines and has grown to offer fuel to a range of clients who may need anything from a small amount to providing fuel for shipping and large-volume users. We need to be able to do this in a safe and efficient way. IMSM have looked at our systems and made suggestions that

streamline our operations to ensure we meet our own very stringent standards and work in a cost-effective way."

CS & T Subic has two departments. Its wholesale branch has a fleet of top-of-the-range vehicles offering up to 40,000 litre capacity. The retail arm has a gas station located near the bay.

"Having ISO 9001 opens doors to new business and IMSM has been excellent in helping us see ways to improve our documentation to ensure maximum efficiency," added Abner.

www.csntsubic.com

"IMSM have looked at our systems and made suggestions that streamline our operations"

Modernising and moving forward

Traditional ways of working have been challenged at LR Punsalan and Associates. A change of culture was required to adapt to new methods of working, needed for the company to achieve ISO 9001. But doing so has resulted in the acquisition of new contracts for the Manila-based air conditioning and ventilation design consultants. The business was established 35 years ago, and with help from IMSM the company has overcome initial concerns about new working practices.

LR Punsalan has 32 staff who are primarily employed as designers and in drawing production. Emelito Punsalan is the quality representative for the company and is also a partner. He is pleased with the service they receive from IMSM, which has helped them to gain and maintain their ISO 9001 certification.

"Undertaking ISO 9001 has given us a sense of procedure. There are now steps to follow to secure, keep and maintain our records and files in an orderly and manageable fashion. As a result we are more competitive. Another outcome is that we can compete for tenders we were previously unable to, and our clients now include large companies such as Citibank."

Because of the age of the company one of the concerns at undertaking ISO 9001 was changing the culture.

"We were worried how people would adapt. Whilst the new system makes the company more efficient it is different to the way people are used to working. It has taken time for people to adapt and we didn't expect change to be instant," said Emelito Punsalan. "However IMSM are very hands-on and in particular the helpful advisors at the annual audit are good at offering sample procedures and giving us the time to act on them."

The company is recognised for its competitiveness and complies with the requirements for numerous Pre-Qualification Questionnaires. It believes that ISO 9001 has raised LR Punsalan and Associates' credibility giving it access to new markets, including multinationals. Access to these additional markets has resulted in growth.

"It's a learning process, and IMSM has helped us to understand the situation in which we found ourselves; between the traditional ways of work and the new, more systematic way, that will help the company grow," added Mr Punsalan.



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Commitment to Excellence



IMSM Limited is delighted to announce that the company has achieved the European Foundation for Quality Management [EFQM] Recognised for Excellence Award. This internationally recognised Award acknowledges that IMSM is a high

performing organisation, which operates within a management framework, defining what they do and explaining why they do it. The EFQM Excellence Model is the most widely used organisational framework in Europe, and the basis for the majority of national and regional Quality Awards.

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