



# IMPACT

**ONTARIO ISSUE 2**

## The proven benefits of ISO certification

ISO certification does have a positive impact on businesses of all sizes and in all industry sectors.

Far from being a cosmetic marketing tool, the real and proven benefits of certification are plain to see.

The fundamentals of ISO certification will make your company more efficient and increase your competitive edge.

In many industries it has already become a basic requirement for doing business.

Increased efficiency, a real strengthening of your position in the marketplace and increased revenue are direct results of achieving ISO certification. Don't just take our word for it – the following clients from Ontario are proof of ISO's benefits.

### ISO as a Tool for Creating New Business

"...it doesn't require much effort to keep track of the processes and functions within the company."

C.A.M. Solutions Ltd is a precision machine/job shop and custom manufacturer, with extensive experience in the Jig and Fixture and Prototype machining industry. The company was founded in 2001 by Terry Cox, who brought over 25 years' machining experience with him. The business is located in Belleville, Ontario and services customers within Canada and the United States.

C.A.M. Solutions has the capabilities to produce parts from a client's supplied drawing or reproduce parts from a sample. Their skilled staff can rework an old jig or produce a new fixture design. Parts are machined for a diverse range of industries, including the automotive, aerospace, oil and medical industries.

The company, whose mission is "to provide precision machined

components in a timely fashion with precision and care", also brings added value to its customers by providing e-Blackening, a method that is very similar to Black Oxide, but with 5 times the corrosion resistance.

Sherry Burn, Office and QC Manager, explained that some of their customers highly recommended ISO 9001:2000 and that they felt it would provide them with more opportunities for present and future business with existing customers, in addition to attracting new business.

Sherry said that they did not embark on the process without some misgivings, but are delighted with the assistance provided by IMSM.

"Our main concern with ISO 9001 was assigning someone to dedicate the amount of time needed to keep things in order. We only have a staff of three, which is actually a benefit, as it doesn't require much effort to keep track of the processes and functions within the company. We have found the people we have dealt with at IMSM are very supportive and helpful. I would not hesitate to contact them for help or advice."

[www.camsolutions.ca](http://www.camsolutions.ca)



### AT THE CUTTING EDGE OF TECHNOLOGY

Hydrotech Cutting (2003) Inc, based in Nepean, has been in business since 1999 supplying waterjet cutting to companies within the Ottawa region, including engineering and development companies, national research organizations, machine shops, welding companies, construction companies, signage companies and individual customers requiring material cut to precise measurements.

Waterjet machining is a remarkable computer-controlled process that cuts virtually any material into any two-dimensional shape. It is an environmentally-friendly technology with no fumes, smoke, heat, warping or discoloration.

The company prides itself on its custom design and engineering, its experienced staff, its quality of workmanship and its dedication to safety and quality assurance, backed up by ISO 9001:2000 certification.

Robert Ouellette explained that they decided to seek ISO certification, because they felt it would help them run their operations smoothly and introduce their employees to standard practices, leading to better organization and efficient production. He said, "ISO 9000 suits our production needs and the needs of our customers who

require vendors to be ISO approved." Being ISO certified has also enabled them to see where improvements need to be made.

Robert highlighted the specific areas where he felt that IMSM had helped the business. "It has helped the management team to be more organized when scheduling jobs on the waterjet tables and identifying the training needs of employees. I would definitely recommend IMSM to other companies wishing to implement ISO 9000."

[www.plescica.ca/hydrowaterjettechnology.htm](http://www.plescica.ca/hydrowaterjettechnology.htm)



"I would definitely recommend IMSM to other companies wishing to implement ISO 9000."

International Management Systems Marketing Inc (IMSM Inc) was founded in 1994 to provide businesses with the practical expertise to add value through quality systems and efficiency. From its base in the UK, IMSM Ltd has developed a strong network in Europe, USA, Canada, South Africa and Australia.

IMSM's fully trained team of auditors hold recognized IRCA (International Register of Certified Auditors) qualifications.

As an active member of the British Quality Foundation the organization is itself continually assessed to ensure it delivers its promises.

To date, IMSM has helped more than 5,500 organizations around the world to achieve ISO 9001 certification.

## Building Strong Foundations with ISO 9001:2000

Mr Foundation Inc, is a foundation repair company based in Ottawa. The company, which has been in business for 15 years and employs over 20 personnel, covers everything from crack repairs, structural repairs, waterproofing and Ram Jack, which is a repair solution for building, or homes that are settling. Mr Foundation is the first dealer to bring the Ram Jack system to Canada.

Mr. Foundation recognizes the disciplines of quality, health and safety and environmental management as an integral part of its management function. The organization views these as a primary responsibility and the key to good business in adopting appropriate quality standards.

Majella Lecours, Marketing Director, said that they believed that ISO would benefit the company because they were expanding rapidly and felt that the quality and procedures required for certification would assist in their growth.

In discussing the advantages Majella said, "ISO 9001:2000 has disciplined our company in providing the highest quality of service to our clients. Records and procedures are implemented and recorded. The company runs more smoothly and all employees are aware of the procedures. It sets us apart from our competition and helps us make realistic goals and find new ways to achieve these. We are very pleased with the outcome. Our clients perceive us as a credible company with quality standards. They feel

confident when using Mr. Foundation. Our staff is being trained continuously; this has given us a safe work environment and an efficient business that has benefited the growth of the company. Customers are telling us ongoing how professional our company is, and what a great team of workers we have. We are now continuously improving our standards, to provide our clients with the highest quality. ISO has provided us with a forward-looking view on future business decisions - this has helped us to successfully be the #1 Foundation repair company in Ottawa."

The company chose IMSM because the representative who visited them was adept at presenting the benefits of ISO for smaller companies, particularly those going through periods of change and expansion.

Majella said of IMSM, "The service that we had from the staff at IMSM was terrific. We are very pleased that we are now an ISO certified company. This will definitely help us with the growth of Mr Foundation. I would not hesitate in recommending IMSM to other organizations."

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

"It sets us apart from our competition and helps us make realistic goals and find new ways to achieve these."



## DYNAMIC AND PRECISE WITH IMSM'S SUPPORT

Dynamic Precision is a privately-owned specialized machine shop based in Ottawa, Ontario. The company manufactures machine fabrication in a diverse range of material such as stainless steel, aluminum, copper and plastics and the bulk of the business involves fabricating prototype parts. The industries to which the company sells are wide-ranging and include medical, printing, structural, textile, electronic and many other types of manufacturing organizations within Canada and the United States.

The company, which was founded in March 2000, is committed to high quality service and production and employs 15 highly experienced personnel, most of whom have been in the business for more than 30 years.

In order to remain competitive and maintain the best possible professional business structure, they felt that becoming ISO certified would help them to achieve this with the manuals and guidelines that had been created for them.

Lorenzo Ferrante, President and Blake Scott, Vice President said, "Our customers notice and comment upon the fact that we have ISO certification. This is just another strength, demonstrating that we strive to provide the quality and service that they deserve and expect from our history of business. Along with our experience and professional service, it confirms to our customers that we will only

"Our customers notice and comment upon the fact that we have ISO certification...

...it confirms that we will only manufacture the best quality products."

manufacture the best quality products."

Prior to embarking on implementation, they did not think that they had the time to go through what they originally believed to be a long, painful process. However, IMSM set the process in motion and guided them to a final completion.

Lorenzo and Blake concluded by saying, "We were very impressed with the support we received. We have learned that having guidelines to follow has made us even stronger in our organization. In any business, upgrading and following this is so crucial. Our customers deserve the best service and products. IMSM has been a great help in the process. We were equally impressed with all the staff. They were very friendly, professional, helpful and always accommodating to our needs and requests. We would highly recommend IMSM to any of customers/suppliers."

**Ontario Office:** IMSM Ltd. The Exchange Tower, PO Box 427,  
130 King Street West, Suite 1800 Toronto Ontario M5X 1E3  
**Tel:** 001 416 777 6700 **Fax:** 001 416 947 0167  
**Email:** [info@imsmsm.com](mailto:info@imsmsm.com) **Web:** [www.imsmsm.com](http://www.imsmsm.com)

Your Local Business Manager: