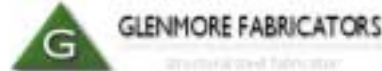




# Forging a reputation for quality



Founded in 1967, Triangle Steel Ltd is Calgary's oldest steel fabricator and has been involved in many of the area's landmark projects. Triangle Steel's sister company, Glenmore Fabricators is also well known for their expertise in the steel industry.

The quality management teams for both Triangle and Glenmore are led by Rob Hendry. Rob has over 30 years' experience in welding engineering and quality assurance and is well known and respected throughout the Steel Fabrication and Erection Industry. He was responsible for overseeing both Triangle Steel and Glenmore Fabricators gaining ISO 9001 certification in July 2005.

Rob told us: "In today's demanding market for excellence, being an ISO 9001 certified company demonstrates to our customers that we have in place a well defined and certainly a well recognized quality management system. IMSM laid the foundation of the ISO 9001 quality system. We then customized the system to suit not only our large scale projects but also the small detailed work, while all the while, not losing the personal touch our customers appreciate.

"Discussions about adopting ISO 9001 as our quality system started around December 2004. With the help of IMSM, in particular Jerry Evans, by March 2005 both Triangle and Glenmore had their manual, policies and procedures in place

with all departments feeling the benefits of the new efficiencies. By May it was advised that we were ready to be certified. On July 4th both companies achieved the monumental goal of being certified and recognized as ISO 9001 companies - the entire process taking only six months.

"Being certified as an ISO 9001 company has given both Triangle and Glenmore an even sharper edge on the industry market. This ensures that doors already open, stay open. It also gives us the confidence to approach potential customers, thus opening new doors."

[www.trianglesteel.com](http://www.trianglesteel.com)  
[www.glenmorefabricators.com](http://www.glenmorefabricators.com)



KRANKENTRANSPORT GmbH

"Kompetent, zuverlässig, hilfsbereit", so präsentiert sich das mittlerweile größte private Krankentransportunternehmen in Ostwestfalen Lippe (OWL). Eingebunden in den öffentlichen Rettungsdienst der Stadt Bielefeld befördert es jährlich 12.000 Patienten, koordiniert den ärztlichen Notfalldienst und delegiert den Einsatz des Ambulanzhubschraubers OWL. Gemäß dem Motto: "Qualität beginnt mit Erfahrung und wird durch Zertifizierung perfektioniert" ist das Unternehmen seit nunmehr 17 Jahren ein zuverlässiger Eckpfeiler der Unfallrettung in OWL.



## Assurer un niveau de satisfaction optimum



De gauche à droite : Cyril JEAN, DRH, Stéphane BILLY, Directeur commercial, Abel Benamza, Stéphanie Régulski, Marco Calcamuggi, Directeur Technique, Christian Trévinat, Directeur Administratif et financier.

Spécialisée dans le conseil et services en informatique, l'agence CSIE implantée dans la région de Bordeaux a pour vocation d'accompagner et d'aider ses clients, acteurs majeurs du tertiaire et de l'industrie, en leur proposant la plus pertinente adéquation entre leurs besoins techniques et les compétences de ses consultants. CSIE intervient tout au long du cycle de vie d'un projet, de l'idée à la concrétisation

Sa réactivité est son atout majeur, il n'en vaut pas moins de la souplesse de son organisation, qui, associée à l'optimisation de ses circuits internes lui permet d'apporter à sa clientèle des réponses précises dans des cycles particulièrement courts. CSIE dont la principale préoccupation est d'assurer un niveau d'excellence dans la satisfaction de ses clients a choisi de s'engager en mars 2005 dans une procédure de certification ISO 9001 avec pour objectifs d'améliorer l'efficacité et l'efficience de ses processus et d'obtenir un engagement commun de chacun de ses ingénieurs. La prestation fournie par IMSM tant pour l'accompagnement que pour l'audit correspondait tout à fait au métier de prestation de services de cette PME de 8 personnes. Mme Régulski, Responsable Qualité ne manque pas d'ajouter qu'elle a vivement apprécié le professionnalisme, l'intéractivité et le dynamisme de l'auditeur. Cette démarche leur ayant permis de signer un gros contrat, est un excellent retour sur investissement, souligne Mr Calcamuggi, Directeur Technique. CSIE a donc pu déjà mesurer les bénéfices tirés de l'obtention de la norme ISO 9001:2000.  
[www.csie.fr](http://www.csie.fr)



## Quick Quotes

Atlas Plastics is one of the largest privately owned manufacturers of blow-moulding and decorative products in Australia. With customers both within the country and throughout the Pacific Basin, it is not surprising that quality controls feature prominently in the company's priorities. "We have always had our own quality manuals and systems, but realised the importance of formalising these within ISO 9001:2000. I was very pleased with the professionalism, efficiency and pragmatic approach of QAS International." Chief Executive Officer Stephen McGlynn, Atlas Plastics, Australia

Neringa Fabrics, based in Sydney, is another established "blue chip" company, set up more than 20 years ago. Neringa helped supply components for timing devices at the purpose built railway station for the Sydney Olympic Games. Managing Director Wayne Riley is committed to driving up quality and production standards, and jumped at the opportunity to obtain ISO 9001:2000 Certification.

ISO certification latest

spring 2006

# QAS International update

[www.qas-international.com](http://www.qas-international.com)

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

## Health & Safety takes off!

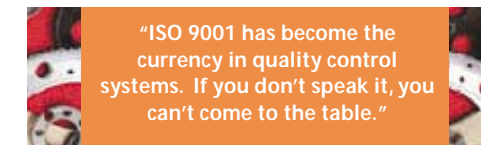
2005 saw a rapid increase in take-up from UK clients of the OHSAS 18001 standard, which provides a framework for managing Occupational Health and Safety. Developed to be compatible with both the ISO9001 and ISO14001 management systems standards, it fits neatly into a business's ongoing strategy of taking preventative measures to protect employees and to control occupational health and safety risks.

If your organisation wants to establish an OH&S management system to eliminate or minimise risk, while staying in compliance with legal requirements, OHSAS 18001 cannot be ignored. Many businesses are finding that they need to demonstrate to the larger organisations which form part of their supply chain, that they are taking due care and adopting best practice. Find out more by calling us now on 01666 826065 today.



## APG All geared up

Based in San Carlos at the top of California's Silicon Valley, American Precision Gear Company has been crafting precision gears since 1956. Serving a variety of industries including aerospace, semi-conductor and robotic manufacturers, APG offers an unrivalled range of products and associated equipment, from 48-inch gears for heavy industrial purposes to miniature gears for biomedical clients. In July 2004, APG reinforced their commitment to quality by gaining ISO 9001 certification, writing their own manuals guided by IMSM.



"ISO 9001 has become the currency in quality control systems. If you don't speak it, you can't come to the table."

The company's Vice President Sales, Tory Hartman, told us: "Although it was a lot of work, becoming certified it has improved the inner workings of our company and has made every person acutely aware of the role they play in total performance.

Now, paperwork is taken as a given instead of an imposition and ISO has quickly become part of our everyday business life."

Tory continued, "All of the people I came in contact with from IMSM were approachable and weren't jargon-laden bureaucrats—they actually spoke my language and had some great ideas! I received so many helpful suggestions that I felt IMSM was really on our side."

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



## Healthy Business

Established in 1989, BVM Medical Ltd specializes in the distribution of innovative high-tech implantable medical devices for the Cardiovascular, Interventional and Surgical markets. In addition to providing research, product evaluation and clinical trials, the company offers Intensive and Special Care Units 24-hour on-call specialist technical back-up as well as emergency deliveries, with the objective of improving patient care and treatment outcomes.

impressed by the helpfulness of IMSM and how they offered clear and concise guidance on how to gain both the quality management and health and safety management standards."

She explained, "In order to make an application for tenders to hospitals, it is becoming a standardized requirement that the applicants have this quality standard. Another advantage of adopting set quality management procedures is that we have improved efficiency and productivity within the company. "Needless to say, BVM Medical are totally committed to keeping abreast with all new issues appertaining to Health & Safety. To aid compliance with the increasing legislation, it is important for us to maintain up to date H&S standards.

"As the two management systems link with one another, it was advantageous to implement them at the same time, saving time and money."

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



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