

Quest

ISO certification latest Spring 2002

POWERED UP IN LA



IMSM's commitment to developing its West Coast operation continues in Los Angeles.

In the last issue we reported on the successful certification of Tandex Labs based in Southern California who provide technology for satellites. And now Hollywood beckons as QAS has just completed ISO 9001 certification for MQ Power's Engine and Equipment division who amongst other things provide generators for the entertainment industry.

Based in Los Angeles the E&E division employs approximately 140 people in the manufacture of prime power and standby gensets for the military, government, telecommunications and entertainment industries.

To firmly establish its reputation as a market leader the Quality Assurance Manager, Rene Macapagal, felt it was essential to obtain ISO 9001 certification: "Our existing customer base is reassured by MQ's continued improvement in quality standards and new customers look for ISO 9001 as a guarantee of quality."

Having worked with IMISM whilst in a previous position Rene had no hesitation in contacting us again: "I was impressed with the speed and efficiency of the service and enjoyed a really good working relationship with all of the QAS auditors."

The banners that adorn the factory walls of the E&E division, which read: 'Quality is customers who come back, and products

that don't typify Rene's philosophy.

With five other divisions IMISM is looking forward to helping MQ Power maintain its ongoing commitment to the highest of quality standards.

Other recent West Coast clients include the Apex Pattern Company and Cambridge/Merlin. And in Tempe, Arizona, Micro-Hybrid Dimensions Inc. Owner Ed Bearg said that he was "very happy indeed with the QAS service."

■ Visit the IMISM website for further information about our clients in your geographical area or industry, and for details of your nearest IMISM Business Manager: www.imsm.co.uk & www.multiquip.com

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IMISM is coming to a venue near you...

The IMISM stand is becoming a familiar sight at international trade shows and exhibitions.

They provide an ideal platform to educate people about the undoubted benefits of ISO 9001 and ISO 14001 and how easily it can be achieved with IMISM.

In 2001 we attended major events in North America including:

- The Chem Show, held last October, attracted over 900 manufacturers and suppliers and is the largest event of its kind in North America.
- IGM/FW held last November is the most comprehensive trade show in the Americas for the fenestration and glass industries. Managing Director Michael Bright



said: "These exhibitions provide essential feedback about what specific industries and potential customers are looking for in the way of quality assurance and how best we can serve their needs."

And to reinforce IMISM's growing reputation in Germany and France

we are happy to announce our attendance at two more major international events.

- CeBIT, the world's biggest tradeshow for information and telecommunications technology. Held in Hanover from the 13th-20th March.
- JEC 2002 is one of the largest events of its kind for the composite industry and runs from 9th-11th April 2002, in Paris.

IMISM will have a full team on hand to discuss all aspects of ISO9001 and ISO 14001 certification. Look out for us at major shows in the coming year.

■ For more details, see: www.cebit.de, www.imsm.co.uk and www.globalcomposites.com

Diverse product range? IMSM can handle it!

Even when customers went through a stage of asking if they had ISO 9001 Jim Flynn, owner of Rockwell Sheet Sales resisted getting it and instead relied on the company's strong market position.

He explains: "We felt that with such a diverse range of products the certification process would be awkward and use up too much management time."

In an increasingly competitive market place this is a common concern and understandably so. Companies are apprehensive about trying to achieve ISO certification if the process itself caused a damaging amount of disruption.

So what prompted the change

of heart that resulted in Rockwell Sheet Sales achieving ISO 9001 certification in November of 2001? Jim was introduced to the team at IMSM:

"IMSM made it clear that getting ISO 9001 wouldn't cause too much disruption. A lot of our procedures were good anyway so it just required minor alterations to integrate our system. It tightened up procedures and the whole process went really smoothly."

From its head quarters in Meriden, West Midlands, Rockwell Sheet Sales supplies an international customer base with a huge range of building plastics. Roofs, walls, glazing, interior

design and increasingly set design are just some of the applications for the company's heavy-duty plastics.

They are incorporated in buildings like Birmingham Airport and the television sets of *Blankety Blank* and *So Graham Norton*.

A clear demonstration then that a diverse product range doesn't present any problems for IMSM and shouldn't prevent any company from benefiting from ISO 9001 as quickly as possible.

As Jim Flynn says, "IMSM provided a really good service. A surprisingly efficient and smooth process."



■ See www.rockwellsheet.com & www.imsm.co.uk for more details

The standard with universal appeal

Insisting on a high standard of management systems is a priority for companies in all industries from computing to transport.

Stor-Wave Computers in Aldershot specialise in providing technical expertise, consultancy, systems support and training in IT. They can offer a total solution to all your IT requirements.

Stor-Wave thought it prudent to obtain ISO 9001 certification when most of their customers began requesting it of them.

Company administrator, Vicky Amero said: "We chose IMSM because they came highly recommended by several other companies and we were impressed with the level of service. It all went very well."

Apollo Transport is another UK Company that has attracted more customers since achieving ISO 9001 in September 2001. They specialise in the transport and shipping of a wide range of products both in the UK and abroad. When shipping special chemicals as Apollo does, customers such as BP quite rightly insist on the highest of quality standards. Owner

Glenn McCarthy explains: "We went for some big contracts with German based companies and they insisted on ISO 9001, and now most ask for it. It is reassuring for our customer base to see evidence of our quality standards."

Customers in all industries are looking for the things that make certain companies stand out from the rest. Evidence of a commitment to high standards of quality can only work in your favour. And IMSM has a QAS assessor who can tailor a fixed price certification package specifically for you. But don't just take our word for it.

Glenn McCarthy, Apollo Transport: "IMSM came highly recommended by other transport companies. Achieving ISO 9001 turned out to be a very smooth process and we are more than happy with the results."



■ See: www.stor-wave.co.uk & www.imsm.co.uk



Germany embraces ISO 9001



IMSM is continuing to see a broad range of small and medium-sized companies in Germany embracing the benefits of ISO 9001.

And it is fast becoming a necessity as FS-Motor Control in Kitzingen near Würzburg discovered.

Tuv and Dekra insist that businesses have ISO 9001 before they will authorise them to give expert opinions on the alterations of motor bikes.

As the picture shows (above), this is an integral part of FS-Motor's business and in particular the performance reduction on motor bikes.

Managing Directors Heinz Peter Schwarz and Manfred Freitag had no hesitation in contacting IMSM

and were more than happy with the service, which saw them achieve certification in December 2001.

They said: "The ISO 9001:2000 certificate is an indication of our quality standard, granting the client security and giving the assurance that the company is in the continuous process of developing improvements."

And in Schweinfurt, Frankenland, the company Mir-Gebäude Management GmbH has achieved ISO9001:2000

certification. Managing Director Mr. Akdemir was presented with the certificate (picture, left) by IMSM Business Manager Ernst Heppner who said: "My biggest wish is to enable a company to

improve continuously and togive them an advantage in competing with other companies, because with the ISO 9001:2000 certification the company can react to their clients more efficiently and this creates customer satisfaction."

This reflects IMSM's general philosophy and we look forward to helping many more German companies discover the benefits of ISO 9001. As part of our expansion in Germany IMSM now have key personnel in place in the Würzburg, Frankfurt and Mannheim areas with more appointments to follow soon.

And you can visit the IMSM stand at the CeBIT tradeshow in Hannover from 13th-20th March.

■ See www.imsm.co.uk for more details



Equipped for French success

IMSM are helping more companies in France achieve the internationally recognised quality standard ISO 9001:2000.

For example GEFOM, based in St Etienne, who are prolific producer of hand tools and electrical products (see pictures).

The company has a product range of some 3000 items and guarantee their hand tools for life, a clear indication of their commitment to quality.

Quality Manager M. Frank said: "We chose the ISO 9001:2000 standard to show our clients that

GEFOM can meet their needs thanks to the requirements set by the standard."

As well as France, GEFOM has customers in Spain, Italy, Czech Republic and Argentina.

Managing such a broad range of products and customers requires a lot of a company's management systems.

ISO 9001 ensures that these systems are operating at maximum efficiency, a benefit identified by M. Frank: "The main benefits for us were the improvement to our internal

quality systems and the chance to see our company from a new point of view. The assistance and enthusiasm QAS provided were much appreciated."

FAMER another company based in St Etienne, sell a large proportion of their specialised mechanical machining products in North America. Their clients, such as Caterpillar, demand evidence of high standards.

As Quality Manager M. Bouix explains: "Quality is an integral part of the culture of our business. We did a lot of research

to find a company that would give us the recognition of the ISO standard at both national and international level. For us QAS appeared perfectly suited."

As always our aim is to help clients achieve certification with the least amount of disruption, something that further impressed M. Bouix: "We were very happy with the service and the reasonable cost. We had an auditor who assimilated the needs of FAMER and everything went really smoothly."

■ See www.gefom.com & www.famer.com for more details



www.imsm.co.uk

Are you ready for Boeing's new standard?



The Aerospace industry is second to none in demanding evidence of quality standards from its manufacturers and suppliers.

Leading the way is Boeing with the announcement of their BQMS (Boeing Quality Management System). As of December 2003 Boeing will only deal with companies who comply with the BQMS.

IMSM have auditors who are qualified and experienced in industry,

to help you achieve compliance before it's too late.

We can identify the key elements of the System which relate to your business. We can evaluate the process needed to achieve compliance and integrate your existing processes with minimum delay.

So don't get left behind. Contact your nearest IMSM Business Manager via our worldwide head office for a no-obligation meeting.

See: www.imsm.co.uk, www.eastwestindustries.com & www.boeing.com

EAST/WEST INDUSTRIES

- A 'CAN DO' COMPANY

When you're in the business of saving lives, a high quality standard isn't an option; it's a necessity. That's why East/West Industries chose ISO 9001.

As Quality Control Manager, Mike Kushner explains, "We want East/West to be up to date and on the cutting edge. Quite simply ISO 9001 is the leading quality standard in our industry. We needed a standard to be governed by and we wanted the best."

And as of October 2001 that is exactly what they got. Based in New York, East/West Industries design, manufacture,

test and support airborne life support systems of the highest quality. All sectors of the US armed services as well as foreign governments ranging from Australia, Japan, the UK and France are among its international customer base.

With a range of products available including ejection seats, survival kits, emergency oxygen systems and Arctic survival kits, it's easy to see why one of the company slogans reads, "Saving lives is our first concern."

East/West prides itself on being a 'can-do' company and they wanted like-minded

people to guide them through ISO certification. So, after recommendations from several sources, they spoke to IMSM Business Manager James Goldstein.

QAS assessor Paddy Minis was responsible for the certification process and Mike Kushner was delighted with the results: "Paddy basically lived with us twice a week for nine months to get us through the process. It was a great pleasure working with QAS and they walked us through it as efficiently as possible. It couldn't have gone better."



IMSM's James Goldstein presents East/West President Dom Spinoso (right) with the ISO 9001 certificate

Frequently Asked Questions

Introducing a regular feature designed to answer some of the more common questions you have about ISO and IMSM.

Please send your questions via e-mail or post FAO Quest Editor, 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.

■ Why does my company need ISO 9001?

In an increasingly competitive marketplace, small- and medium-sized companies need to offer a high standard of service while being as efficient as possible.

The process of achieving ISO 9001 requires you to undertake a thorough examination of your quality procedures to improve efficiency and cut costs while performing at the highest level.

Many industries are now demanding ISO 9001 as a pre-requisite for companies wishing to do business. This is particularly prevalent in aerospace, (see Boeing article, above). The ISO 9001 standard tells potential customers that you take quality seriously.

■ And why should I choose IMSM?

IMSM will offer a fixed price quote according to your specific needs so you have complete control over your costs.

Our expert QAS assessors will take you through the certification process quickly and efficiently with the minimum of disruption. Achieving ISO 9001 should not be a daunting prospect!

IMSM want you to enjoy the benefits as quickly as possible. Jim May, Vice President of FerriShield in New York, is just one of our pleasantly surprised clients: "The guidance we received from your auditors has been of the most value. Where we thought this was going to be a more long, drawn-out process, the framework they presented, and the simple review process really made things easily manageable within our normal daily activities."

News & Quotes

Congratulations to IMSM Business Manager Brian Eden who has had a very productive month.

Working out of Minneapolis in the United States, Brian has helped nine companies on the way to ISO 9001 and continues the good work of the IMSM team in the East Coast and Mid-West divisions.

Paul Michael, Technical Director of BENZ OIL: "We were extremely pleased with our experience with Mr. Douglas and Q.A.S.

"Archie's keen intellect and pragmatic approach to quality management clearly will provide a lasting value to Benz Oil and all our customers.

"Thank you, Archie, for making Benz Oil a better, more successful, business."