

Solid support



Based in Belfast, WMB Stainless designs, manufactures and installs masonry support systems for

the construction and associated industries of Ireland and mainland Britain. Providing a full service from initial consultation to installation, WMB is capable of fabricating and finishing a diversity of bespoke contemporary solutions for architects, consulting engineers, designers and contractors.

Boasting a wealth of experience spanning more than 20 years, WMB liaises closely with each client's design team to produce fully comprehensive construction details and calculations. WMB is recognised for providing high quality solutions that meet the

performance requirements of current British Standard and European design codes and modern construction practices. In addition to in-house chartered engineers and support technicians, they also employ experienced site operatives who are fully trained to ensure that

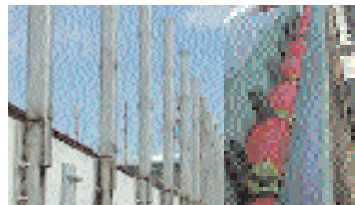
"We found that ISO was a basic requirement for tenders"

the installation work is carried out in accordance with CDM Health and Safety Regulations. In May 2003, the company further demonstrated its commitment to quality by successfully achieving ISO9000

certification, as Sales Director David Whaley explained: "We have been operating successfully within the Irish construction industry for some years but, when breaking into the UK market, we found that ISO was a basic requirement for tenders. Previously we had shied away from getting involved in certification

because we thought that implementing ISO would require the full attention of two dedicated people, but it wasn't as much work as we had perceived. Certification took just six weeks. The process was straightforward and IMSM handled it efficiently. The most noticeable impact has been to the day-to-day running of the office. Improved internal information management is a typical example of the advantage of implementing ISO. For instance, we now have a quotation register that everyone has easy access to. It's a very simple procedure but it's something we didn't have before."

www.wmbstainless.co.uk



Quick Quotes

"Becoming ISO certified has allowed MPC to quote to companies that require their suppliers to be ISO compliant."

Hans Hamm, President of Molded Plastic Consultants, Ontario, Canada.

"We recently won a bid on a new account to integrate and test systems for a local computer hardware vendor, and being ISO certified is what made the difference."

Steve Wang, Systems Engineering Manager, Aries Research Inc., California, USA.

"The certification has made it easier to address the issues required when responding to tenders and expressions of interest."

Sue Webster, Quality Manager, Gameco Group, Brisbane, Australia.

A smooth process



IGL Group Directors Grant Innes and Steve Gough

IGL Engineering was formed in Aberdeen in 1989 to provide high quality process engineering services and design expertise to



the UK North Sea operators. Today the company offers support at every stage of operation from

concept development to decommissioning. With offices in Australia, Malaysia and Norway, IGL now has more than 80 experienced, degree-qualified consultants delivering value adding services to the oil, gas and energy industry sectors worldwide.

In line with its culture of continuous improvement, IGL UK achieved ISO9000 certification in 2003. Steve Martin, who is responsible for the management and application of the company Quality Policy, explained how the registration process was successfully negotiated.

"...demonstrate to clients that there is an effective approach..."

"Providing a fit for purpose solution to our clients is essential for IGL. To ensure that we exceed our clients' expectations the quality of the documents that we produce is key. However this objective must be achieved in the most cost effective manner. To meet these demands IGL has always operated with a culture focussed on Quality Management and operated a QMS based on ISO9001, concentrating on providing benefit where it matters rather than 'quality for quality's sake'.

"In 2002 IGL decided to benchmark its quality system by employing IMSM to conduct an internal audit, and make

recommendations for any improvements in advance of applying for certification. IMSM was professional and pragmatic in its approach, which ensured the maximum appropriate use of our existing system. They took full consideration of impacts of

proposed changes on IGL's daily business and provided a 'fit for purpose' solution for us. IGL went on to gain certification through IMSM in April 2003.

"Having a certified system has improved IGL's confidence in its systems, made it easier to demonstrate to clients that there is an effective approach to Quality Management, and re-energised our internal quality and continuous improvement systems."

www.iglconsultants.com

IGL UK Engineering review led by Operations Manager



Exhibition dates...

March 31- April 2

Globe 2004 Vancouver

April 19-22

Subcon NEC

April 24-26

British American Business Conference NEC

May 4-6

Cebit Australia Sydney

May 10-13

IFSEC NEC

September 22-23

East Midlands Mfg Manufacturing Derby

October 20-27

K2004 Dusseldorf

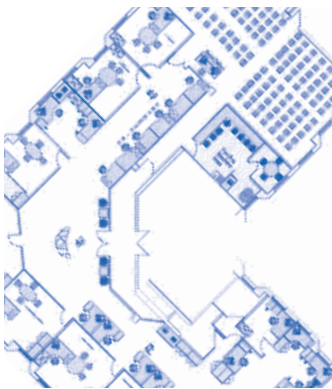
Qquest

SPRING 2004



ISO CERTIFICATION LATEST REPUBLIC OF IRELAND

The key to success



Quay Seat has been selling furniture from their premises in St George's Quay, Dundalk, since 1975. When John Mee took over the family business in 2000, he steered the company away from home furnishings towards

the competitive wholesale office furniture and seating trade. Catering for businesses of all sizes, from self-employed individuals to corporate empires, Quay Seat now imports an extensive range of quality office furniture and seating from around the world, which is on display in their newly renovated retail and wholesale showroom.

To confirm that the store carries quality goods and the experienced staff provides a service that is second to none, in 2003, Quay Seat was awarded the prestigious ISO9001:2000. As Managing Director, John Mee, told us: "We needed ISO to be eligible to win large contracts to fit out offices. We've found that many big companies insist

that their suppliers are ISO 9000 certified before they will even allow them to tender for business.

"The certification process took around 10 months and we finally achieved certification in September. As we have to tender for big contracts several months in advance, we are now starting to notice an upturn in business. In fact, we have just had two exceptionally good months.

"Our assessor was very good. There were a few issues we had to address and Peter took

it step by step, showing us a better way of doing things. The new internal procedures and training have definitely benefited our staff. All members of the Quay Seat team know exactly what they're doing. It's now a very tightly run ship and so I can be absolutely sure that everything will run smoothly when I'm not here. I would most certainly

recommend obtaining ISO through IMSM to other companies – especially small organisations."

"We needed ISO to be eligible to win large contracts..."

Email:
quayseat@eircomm.net



Celebrating 10 successful years

Today, QAS and sister company IMSM have a strong network in the UK, USA, Canada, Ireland, Germany, France, South Africa and Australia, and we are actively building new business in Europe, China and other carefully chosen countries.

In 2003 QAS International, joined the European Foundation for Quality Management (EFQM) and is a member of the British Quality Foundation.

Sister company IMSM is a member of the British Quality Foundation, British Plastics Federation (BPF), the British American Business Council and the US Society for the Plastics Industry (SPI).

As we look towards an exciting future we aim to continue providing flexible and affordable

solutions to implementing ISO, whilst expanding our range of management systems to include other international standards that will complement ISO9000 and ISO14000.

Indeed, we are constantly seeking ways to add value to our services and look forward to being part of your success in the years to come.

Michael Bright,
Managing Director



On behalf of everyone at QAS, I would like to thank all our valued customers for their business over the years. Since the company was founded in the UK in 1994, we have guided more than 5,500 companies worldwide towards achieving ISO certification.

As our organisation has grown we have found that our unique standards experience across a wide range of industries has been welcomed around the world.

InQuest

This Issue:

Message from
Michael Bright

Quay Seat

Floodguards

USF Logistics

Stainless Pipeline
Supplies

Triple DDD

WMB Stainless

IGL Engineering

Quick Quotes

Exhibitions