

# Quest

ISO CERTIFICATION LATEST

WINTER 2003



SCOTLAND

## Higher prospects for Aberdeen Engineers

Prospect Flow Solutions, a specialist engineering consultancy, employs seven people and is based in Aberdeen, Scotland. They deliver engineering solutions in the fields of fluid flow, heat transfer, mass transfer, chemical problems and structural behaviour in the worldwide energy industry. Their main clients are large oil and gas engineering contractors and they are increasingly working with oil companies, drilling companies and other consultancies.

**"We would recommend IMSM to other companies..."**

Being quite a young company (trading for 3.5 years), it seemed the ideal time to acquire

ISO9000. They decided to go for ISO for two main reasons - most of Prospect's staff had come from larger companies who had already obtained the Standard, so the systems and procedures already in place within Prospect were aligned to ISO9000. But maybe the most important factor of all was that, within their industry, most of the supply chain would already have the Standard in place. Consistent quality systems between Prospect and their clients are clearly desirable.

Prospect were approached directly by IMSM to offer their help in achieving ISO9000. Said Ivar Iversen of Prospect

"After taking up first class references from other companies IMSM had worked with, they promptly provided us with a sensible quote and time-scale which was very acceptable. (We had also researched other providers, but were turned down because we were too small!) We would recommend IMSM to other companies - especially smaller businesses - as their flexibility and relaxed approach made the whole thing enjoyable and achievable."

Ivar also commented that the benefit of obtaining the Standard was that, as the company expanded, the



structure would allow growth without revising systems, therefore making it more efficient. At the same time, and most importantly, it would provide the consistency required to access new customers within the supply chain.

• [www.prospect-fs.co.uk](http://www.prospect-fs.co.uk)

## D-Day...

With the December deadline drawing near for completing the compulsory upgrade from the 1994 standard to ISO 9000:2000, companies who haven't already taken action to re-register their ISO certification are in danger of allowing it to lapse.

From 15th December, the original standard will no longer be valid and all reference to it must be removed from marketing material.

Relevant to the manufacturing and service sectors, ISO 9000:2000 brings changes that will add even greater value to certification. The new standard

addresses how businesses can better meet the needs and expectations of customers. It also includes a framework for continuous improvement. Together, the improvements provide companies with the opportunity to gain a competitive advantage and attract more profitable customers.

Upgrading to the revised standard involves re-formatting the company's existing quality and procedures manuals to meet the new requirements, training staff and introducing the procedures to the business before 15th December.



Existing QAS International customers can fast-track to upgraded documentation for a simple one-off payment. So if you are not already in the process of revising your existing certification and wish to continue benefiting from the investment you have already made in ISO, don't delay. Call Brenda Evans direct on 01666 826065. Today.

## Raising Standards

Founded in 1994, IMSM adds value to businesses by raising the standards of quality and environmental management systems.

For an affordable fixed fee, IMSM provides flexible, fully integrated solutions - from initial consultation and production of the manuals required to meet ISO standards, through to seamless certification and surveillance by our sister company, QAS International Ltd.

In short, together we make obtaining and retaining ISO simple and straightforward. We've already helped more than 5,000 small to medium sized businesses achieve ISO certification and we are always pleased to hear from existing and prospective customers.

Email us at [sales@imsm.com](mailto:sales@imsm.com)

# A healthy business

"Achieving ISO certification has had an extremely positive effect."

Established 25 years ago, Optima Health & Nutrition manufactures and distributes a variety of natural health products and food supplements. Its extensive range, which specializes in Aloe Vera, includes innovative award-winning products available at High Street chemists, independent pharmacies and health food retailers, and for export via the worldwide web.

Operating in an increasingly demanding global marketplace, it became a priority to satisfy customers and other interested parties that Optima Health was able to deliver goods and services

to an internationally known standard. In February 2003, the company strengthened its position by achieving ISO9000:2000 certification. Since then they have seen increased interest, especially from export customers.

With more than 60 employees spread across the company's three main premises - its headquarters in Cardiff, office

and distribution centre in Bradford, and state-of-the-art manufacturing facility in Newbury - operating to ISO standards has brought other benefits, as Marketing Manager Michael Lightowlers explained:

"Achieving ISO certification has had an extremely positive effect on what was already a successful operation. The ISO conformity has led to increased efficiency while enabling increased control of resources. Improved reporting from all departments and offices has enabled us to increase productivity and ensure that we focus on even the smallest details, which in

turn means that we meet all our customers' requirements. Overall, we have realized an increase in the standard of quality, both from a manufacturing point of view and in our sales, marketing and distribution."

When asked why they would recommend IMSM to other companies, Michael explained: "Mike Nugent's clear and concise guidance during consultation helped us over the potential pitfalls, ensuring the path to certification was achieved without too many problems."

• [www.optimah.com](http://www.optimah.com)



# Larsen consolidates position

Having served the construction industry since 1975, the Larsen Group today employs more than 100 people throughout Ireland. From its headquarters and 50,000 sqft manufacturing facility in Belfast and sales and administration office in Dublin, Larsen provides quality products for a diverse range of applications - from general building products for jobbing craftsmen to high performance materials for major contractors.

Renowned for offering a high

level of service and technical back-up, the group's four divisions are going from strength to strength. As the largest supplier of concrete admixtures in Ireland, Larsen's ongoing R&D programme keeps the organisation at the forefront of new developments.

In May 2003, Larsen Contracts and Larsen Water Management both completed ISO9000 certification, further reinforcing

"IMSM offered the best deal - cost and service-wise."

their position. As the company's ISO Co-ordinator, Frank Reilly told us: "ISO certification is a big help. We are seeing the benefits both internally and externally. Qualification has formalised our procedures and led to a more centralised approach. It's been good for staff motivation as well as organisation, even for records purposes. And of course, with many contracts, ISO is now a

prerequisite for getting on the tender list. You either have to have it or be working towards it.

When asked why Larsen had chosen IMSM, Frank explained: "Upon investigation, IMSM offered the best deal - cost and service-wise. Mike Nugent was very helpful, showing us where possible improvements could be made and painlessly guiding us through the whole registration system from start to finish."

• [www.sales@larsen-ireland.com](mailto:www.sales@larsen-ireland.com)

## Exhibition dates...

16-17 September 2003	East Midlands Manufacturing	Derby, UK
27-30 September 2003	Pac-Ex	Toronto, Canada
14-16 October 2003	Secorex / FM Expo	Earls Court London, UK
14-18 October 2003	Fakuma	Friedrichshafen, Germany
5-6 November 2003	North West Manufacturing	Bolton, UK
17-20 November 2003	Comdex Fall	Las Vegas, USA

## The FAQs

**Q: What happens if we miss the December deadline for upgrading our 1994 ISO certification?**

**A:** If you have not completed the upgrade of documentation to meet the ISO requirement by 15th December 2003 your cover will lapse and there may be a delay in reinstating your ISO9000 status. There will also be an additional cost for work done after the December cut-off point. For details of fees, call Brenda Evans on 01666 826065.

## QAS joins EFQM

Quality Assurance Systems International (QAS) has become a general member of the European Foundation for Quality Management (EFQM).

Group General Manager Owen Wright commented: "We are delighted to have been invited to join EFQM, which will be especially relevant for our growing business throughout Europe, presenting QAS as an internationally recognised quality management company."

"...an internationally recognised quality management company."

Based in Brussels, EFQM's mission is to help European businesses deliver improved services through the effective use of leading edge management practices. Its 800 members, large and small, include many of Europe's leading organisations. Among its activities, EFQM is responsible for the prestigious European Quality Awards. It also runs training courses, workshops, work groups and special projects on business and quality improvement disciplines.

# Sweet success in six weeks



Ragus Sugars boasts over 75 years' experience in the manufacture of high quality cane sugars and syrups.

Since 1976, there have been just two other sugar refiners in the UK (a dramatic contrast from the 150 refineries at the turn of the 19th Century).

Founded by Charles Eastick in 1928, not only has Ragus survived and thrived, but it is unique within the sugar industry as it's still run by his descendants. Charles' great grandsons maintain his vision of providing an independent, specialist alternative within the sugar marketplace.

Today, small specialist businesses and major multinationals alike rely on this

innovative privately-owned firm to preserve their reputation for high quality products. Baking, brewing, confectionery and pharmaceutical companies all benefit from Ragus' consistent base materials, manufactured to the highest food safety and pharmaceutical standards. Whilst new customers have the reassurance of knowing that Ragus has acquired ISO9000 status.

**"ISO Certification recognises our commitment to the quality of our procedures and products."**

"ISO certification recognises our commitment to the quality of our procedures and products", Ragus' Quality Manager, Richard Livermore, told us. "Ragus may

be a specialist company with a workforce of 35 but our customers are big. All the people we supply to ask for third party ISO certification as



*Pictured (left to right), Richard Livermore, Barun Roy and Caroline Taylor:*

a matter of course, so it's important for new customers visiting our web site to see that we are registered."

Richard went on to explain that he'd had previous experience of a large accredited ISO registration body when working for a major sugar refiner but chose IMSM because, besides offering better value for money, IMSM provided a more personal approach. Ragus knew that if they had a problem, all

they had to do was pick up the phone and help would be on hand.

"We already had our systems in place, however, Assessor Mike Nugent helped us tighten up our procedures. His positive action felt good from the start and we were confident of being successful. As it was, it took only six weeks to achieve ISO certification."

• [www.ragus.co.uk](http://www.ragus.co.uk)

# Slick Operators



Aqua-Guard Spill Response Inc. is a world leader in the supply of oil spill management equipment for major petroleum companies, port

authorities and independent oil spill contractors. Through their representatives in the Middle East, Aqua-Guard spill response equipment is currently playing a major role in oil spill clean-up operations in Iraq.



With over thirty years of experience in the industry, the company has established a reputation for innovation and high quality engineering. Today, Aqua-Guard provides the most complete and effective package of oil spill containment, recovery and support products available from a single source.

Keen to assure customers that the quality of products being manufactured complies with their expectations, Aqua-Guard has just recently achieved ISO9000:2000 certification. When asked why it was important for Aqua-Guard to be ISO registered, General Manager Rick Clark, told us:

"From a sales and marketing perspective, we knew that having a quality program in place would enhance our position in the marketplace.

**"ISO9000 has proved even more beneficial than anticipated."**

Organisations in many parts of the world specify only ISO registered suppliers. We have three main international competitors, one of which has been ISO certified for a number of years, causing us problems. Knowing that our equipment had more features to offer than theirs, we realised that we needed to be ISO9000 registered if we were to avoid being held back."

He continued, "What we have in fact found is that complying with ISO9000 has proved even more beneficial than anticipated. It has made us a better company – in our processes, in our control, our documentation and relationships with our suppliers and customers."

• [www.aquaguard.com](http://www.aquaguard.com)

**Call IMSM for more information on certification - today.**

# A competitive edge



ROMCO Manufacturing has provided precision milling and machining

services in Southern California for nearly 30 years. Operating in an industry where accuracy is key, their reputation for first-time quality was further enhanced when, in March

2003, the company achieved ISO9000 certification. As Jim Rebensdorf of ROMCO explained:

"We had been struggling to complete the implementation internally when an associate recommended we speak to IMSM. After an initial telephone consultation, we realized that their pricing was considerably cheaper than American-based registrars who offer the same thing but for three to four times the price."

He continued: "But probably more importantly, Dave Marsden from the IMSM's UK-based registrar, QAS, was easy to work with, straight to the point and made the process so simple. Not only was the price right, the process was quick, painless and easier than we had been led to believe by other registrars/consultants. Within an hour of our first meeting with

Dave, I knew where we'd been going wrong during the two years of doing it ourselves. The value we received from IMSM surpassed our expectations and saved us considerably - both in cost and in effort."

As a company that believes their commitment to quality is the greatest benefit they provide to their customers, ROMCO has much in common with IMSM. Both offer the flexibility to handle a job from start to finish, providing a true one-stop solution.

"...a true one-stop solution."

Just as IMSM and QAS International team up to guide clients to ISO certification and through annual audits, ROMCO Manufacturing can deliver a complete service by working with a network of trusted business partners who complement their extensive machining facilities to

offer everything from grinding, welding and laser cutting to metal processing, plating and painting. As a result, they can tackle the most challenging jobs, giving this thriving family firm a competitive edge and a "quality" future.

• [www.romcomfg.com](http://www.romcomfg.com)



The ROMCO management team (from back row, left to right - William Rebensdorf, President/CEO; Greg Rebensdorf, Vice President; Jim Rebensdorf, Operations Manager; Bill Rebensdorf and Tan Van Do, Shop Foremen.

## Making news



When the Republic of Ireland's Minister of Transport presented Tom McNamara & Partners with their ISO9000 certification

for Quantity Surveying practice and Project Management practice at a Dublin ceremony in July, the Sunday Tribune and Sunday Business Press both featured the story.

Based in Dublin and Ennis, McNamara manages some of the largest, most prestigious construction and civil engineering projects in the country. The innovative company recognises that their commitment to delivering a quality service that is both

cost-effective and customer-focused accounts for the extremely high percentage of repeat business generated across a wide range of business sectors, from public projects for government departments to commercial enterprises, such as the 35 million Euro Greg Norman Doonbeg Golf Club Development for Kiawah Island Resorts from the United States.

As Associate Director Kay Dawson, who was responsible for implementing ISO through IMSM, told the Sunday Tribune:

"The organisation put tremendous effort into setting up the Quality Systems and they believe that they have a primary responsibility to their clients to

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Pictured (from left to right) are Tom McNamara, Managing Director; John Kilroy, Director; Kay Dawson, Associate Director and Minister for Transport, Mr Seamus Brennan.

adopt and implement appropriate Quality Standards to enhance the quality of their professional services."

Managing Director, Tom McNamara, stated that

he was delighted to have achieved ISO9001:2000, which will give further added value to their clients.

• [www.tmpqs.com](http://www.tmpqs.com)

Visit [www.imsm.com](http://www.imsm.com) to download more case studies...

