

Quest

WINTER 2003



ISO CERTIFICATION LATEST SOUTH AFRICA

The right chemistry

Chemwash Industrial Chemical Manufacturers formulate, develop and market speciality cleaning chemicals for a wide range of applications. A leading brand in automotive, butchery, hotel, hospital, marine and laundry establishments, their liquid and powder products are also manufactured for domestic use.

Bought by Richard Shave in 1994, Chemwash remains a family owned business that prides itself on quality of product and quality of service. In order to strengthen their position in the marketplace the company enlisted the help of IMSM in order to obtain ISO9001:2000 certification.

As his son Jacques Mouton, told us: "The process was far less painful than had been anticipated and, due to the professionalism of IMSM's team in South Africa and a good deal of commitment by our production plant, we were able to pass first time.

IMSM's Bob Catlin and Martin Stallwood were professional



The Chemwash team (left to right) Jacques Mouton, Sam Chbiliza, John Austin, Merlene Mattbew, Richard Shave, Vanessa Mouton, Raj Maharaj.

from start to finish with good follow-up service from Bob Catlin.

"Through our certification we have been able to gain new clients and increase our volumes and product lines with existing clients. We have always prided ourselves on quality service and rapid turn-around-times hence our company creed is "You can

"Bob Catlin and Martin Stallwood were professional from start to finish..."

always sell quality", a phrase coined by our Sales Manager, John Austin."

He continued to explain that in order to combat the problem of volatile exchange rates, Chemwash's Vanessa Mouton and Raj Maharaj have implemented a live computerised costing system that allows the company to be one step ahead

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 +44 1666 826 065. Today.

of competitors. This coupled with a sound accounting system managed by Merlene Matthew has enabled them to increase their earnings dramatically.

Jacques concluded, "All members of Chemwash are extremely pleased to see the results ISO certification has yielded. The interest of staff and clients alike has been raised and we all feel very proud of this achievement."

• www.chemwash.co.za

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

Building Blocks



Based in Paddington, Queensland, Aslan Human Resources is an established

leader in the Australian resources mining, engineering and construction recruitment market, with both a national and international network of clients and candidates. Their expertise is to recruit across all sectors within this specialist industry, from administration services personnel through to project management and Graduate Engineers. Trading since 1994, Aslan employ five in-house staff along with other personnel who are recruited out into their specialised industry.

Recognising the need to provide skilled people to an industry that generates a large part of Australia's wealth, achievement of ISO9001 was considered a necessary step to the on-going improvement of their own business. The decision was therefore made that placing protocol for procedures into a currently utilised system could only help streamline and improve the operational function. Aslan managers really knew very little about how to set up effective

"We would definitely recommend IMSM to other companies."



Pictured from left to right: Jacqui Pirie, Veronica Phillips and Joanne Harvey.

systems and that is where IMSM proved invaluable! By providing Aslan with a user-friendly system tailored to their specific business operation, IMSM provided both an enjoyable and professional service to help achieve the certification.

Joanne Harvey of Aslan Human Resources commented, "IMSM got the job done without a 'police type' of investigation! We now have an effective system in place that has made it easier to locate areas that require attention and on-going improvement,

but at the same time making our business a much more efficient operation overall. IMSM were well presented, professional and friendly - we would definitely recommend them to other companies."

• www.aslan.com.au



Jeff Li shaking hands with Veronica Phillips.



COMPANY SLOGAN:

'The more specialised the hunter the more successful the hunt!'

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."

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.

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

IMSM joins SPI

IMSM's unique standards experience within the plastic industry is now being applied throughout the USA. "We are delighted to have joined the American Society for the Plastics Industry," announced IMSM CEO Michael Bright, following the company's decision to join the US plastics industry trade body whilst attending the recent National Plastics Exhibition in Chicago in June. He continued:

"As established members of the British Plastics Federation

we have focused on ISO9000 and ISO14000 for the plastics industry for many years, providing a tailored approach to quality management and environmental standards.

As our advice business has grown we have found that this experience - equally applicable for producers and manufacturers - has been welcomed around the world. Joining the SPI demonstrates our commitment to supporting companies in the important US plastics sector."

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 +44 1666 826 065.

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

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

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



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

"The organisation put tremendous effort into setting up the Quality systems..."



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

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