

Quest

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ISO CERTIFICATION LATEST UNITED KINGDOM

IMSM continues to open up new markets



Since establishing itself in the UK 10 years ago, IMSM has grown steadily and has built strong local networks throughout Europe and in the USA, Canada, South Africa and Australia. Just as the internationally recognised ISO 9001 quality standard is helping IMSM's customers to open up new opportunities within their business sectors, the company itself is continuing to move into new markets.

In June 2004, IMSM Managing Director Michael Bright was joined in Lanaken

by the Belgian Minister of Economics to mark the occasion of the first company in Belgium to be guided to ISO 9001 certification by IMSM. In fact, Groep Vangelabbeek is the first firework producer in the world to become ISO certified.

Michael Bright told Quest, "There are a number of reasons for selecting Belgium as the next stage in our global strategy. Belgium was identified as the UK's 6th largest export market, with an expectation of high quality and competitive pricing, which suited the IMSM business model particularly well. Added to the ease of communications, both internally and externally, the Belgian talent for languages, and a sophisticated economy - these factors made this country an obvious choice."

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A double feat



William Dunk Flooring was founded in Worcester in 1996 as part of the long established William

Dunk construction group. In 1998, William Dunk Ireland opened in Waterford City to meet the growing demand for specialized flooring for clients in Ireland. Today with an annual turnover of £2 million, the flooring division boasts an unparalleled track record in systems designed to meet the critical standards demanded where a clean, hygienic environment is required. Working in close partnership with their clients, the company produces a wide range of screeds, coatings and finishes for the Pharmaceutical, Healthcare, Microelectronics, Food, Automotive and Nuclear Industries.

In order to demonstrate that they operate a quality management system, in December 2003, William Dunk Flooring achieved ISO9001:2000, which is a



IMSM's Geoff Read presents the ISO14001 certificate to Tina Price.

prerequisite for the high profile clients they undertake work for. Managing Director Mark Mackley told Quest: "William Dunk Flooring is a dynamic, proactive and profitable business. We have always used procedures that are consistent with the values of our business, our people and our clients, but ISO9001:2000

ensures that we continually audit our systems and procedures, guaranteeing that the high levels of efficiency and service are maintained."

In July 2004, the company followed the successful implementation of ISO9001 by being awarded the environmental management standard, ISO14001. Tina Price, Office Manager, told Quest: "Just as ISO9001 confirms that we know how to manage our business, ISO14001 demonstrates to our Clients that we know how to manage the environment - an essential part of operating any business in today's market. The reduction

and safe disposal of waste is a critical part of business in our market sector, which involves hazardous material."

In both cases, William Dunk Flooring was guided to ISO certification by IMSM. Tina told us, "Geoff Read, our IMSM auditor, was extremely helpful

and always on hand to answer any questions. We were very impressed with the quality and the presentation of the manuals. We liked the fact that it was a consultative process."

www.williamdunk.co.uk

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All set for success - Heath Press and Express Printing

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"As ISO 9001 has become indispensable for companies seeking to supply the large groups."



All set for success...

Over the past ten years, IMSM has created a strong UK-based team of Assessors with extensive knowledge of the ISO 9001 standard and, in particular, how it applies to small and medium sized businesses. IMSM takes pride in getting to know industry sectors

inside out in order to offer expert guidance to customers wishing to benefit from ISO certification. We work closely with clients nationwide to implement quality systems that improve efficiency and open up market opportunities within their specific operating areas. Here is a good example of how the standard is helping to make two British printing businesses more successful.

Heath Press invest in the future

Formed in 1978, Heath Press has many years' experience of producing quality sales material for customers in the Buckinghamshire region. Flexibility is one of the firm's many strengths and it has responded to the emergence of new technologies by consistently re-investing in machinery and people.

By complementing their traditional corporate design and

print skills with digital media services, Heath Press remains at the cutting edge of print innovation, offering everything a business could want to promote its brand image - from stationery and product brochures to web design.

This willingness to adapt has allowed the company to continue to expand. Just as the recent move to larger premises in High Wycombe has enabled

them to streamline the printing process and provide a quicker turnaround, their commitment to quality management is also having a positive impact on the efficiency of their business.

Lloyd Pearce, Sales Director of Heath Press, explained: "Since the implementation of our quality system we have seen a dramatic effect on the day-to-day running of the business. There has been a positive change in nearly every area. ISO9001 not only drafts out your quality procedures to your staff enabling them to work to a specified standard, but it reduces significantly the chances of your customers receiving goods that are imperfect in some way. With a focused team all committed to quality, the

assurance to our customers is of great peace of mind, to them and to the staff and Directors of Heath Press. I would strongly urge companies who have quality or procedural concerns to investigate ISO certification. It will increase your profits and improve staff morale. If your competitors don't have it, make sure you do. It will give you the commercial edge that all companies need."

"It will increase your profits and improve staff morale"

He continued, "For us, the certification process was effortless. The professionalism and speed at which IMSM works is very impressive. From our initial meeting, the certification process took less than six weeks... in fact, 28 working days. Fantastic!"

www.heathpress.co.uk



Peter Bosber (Managing Director) and Lloyd Pearce (Sales Director) of Heath Press

Express Printing has earned an impressive reputation as a leading print and media provider to many high profile travel and leisure organisations, along with countless other clients based in the south east of England. Express employees are a committed team of more than 20 people at its base in Bognor Regis where, in February 2004, the company received recognition for meeting the ISO 9001 quality management standard.

Managing Director, Paul Hampton, who was involved in the successful bid for ISO certification told Quest: "Working with IMSM was like a partnership. We sat down together and looked at our business practices and identified areas where things had been overlooked. Consequently, we now have a number of new systems in place that make procedures far

Express impress

more efficient. For instance, delivery notes no longer go astray as they are cross-referenced with invoices. It's been good. Not only has it tightened everything up but it's also brought the workforce together. Although two of us were chiefly responsible for overseeing the ISO certification, everyone helped. It was hard work but it was worth it.

"Having ISO is already making a difference to Express. It has certainly given us greater credibility

and we now have the opportunity to tender for business from larger companies that we would never have been able to

approach before. With our smart new office and efficient service, we have definitely moved up another cog. Our existing customers have already noticed the change.

"I believe that in operating to this standard, we fully meet the requirements of our customers

and our industry. Implementing these quality management systems will be a key to further success not only for us at Express, but to all our customers and suppliers as well."

Email: info@expressprintingltd.co.uk

"...we now have the opportunity to tender for business from larger companies that we would never have been able to approach before"



Express Printing's Managing Director Paul Hampton with Operations Director Paul Dent.

Call IMSM for more information on certification - today.

Generating sales

Edina is a leading industrial power generation specialist providing international coverage from its bases in Lisburn, Dublin and Cork. First registered for ISO 9001 in March 2001, this well established company supplies and services everything from small diesel powered standby generators to full turnkey combined heat and power projects. They serve various government and commercial sectors for which power supply is critical - from hospitals and airports to telecommunications and financial institutions - delivering tailored energy solutions, efficiently and on time.

Today, the name Edina is synonymous with quality and engineering excellence throughout Ireland and mainland UK. Their Service Administrator, Charlene Crooks, told us, "It is our policy to ensure maximum customer

satisfaction and we attain this through close co-operation, consultation and compliance with specified performance, contractual requirements and best practice.

"We believe that ISO enhances customer service. As a result, our sales continue to increase and efficiency is greatly improved in all departments due to standardisation throughout. The continued development of the company creates opportunities for staff to develop skills, too. They are much more aware of our customers' needs and recognise the benefits that ISO provides. First class products and service can only be achieved when engineering excellence is accomplished - by investing in our quality systems, our personnel are secure and satisfied in their positions. This ultimately reflects positively in their work.

**"ISO 9001 certification...
...will greatly enhance your business and open many doors"**

"Being able to use the ISO logo helps in highlighting our commitment to quality - for example in the Yellow Pages if a person is looking up generator companies, when they see our advertisement with the 9001:2000 logo it denotes a sign of quality and customer service. They are therefore more likely to call a

company with this than one without."

Charlene continued, "IMSM provided a level of service that was exemplary. To any other company considering ISO 9001 certification I'd say 'Go for it', it will greatly enhance your business and open many doors paving the way for your company's future."

www.edinapower.com



Servicing a small diesel generator and loading a larger standby generator at Edina.

Quality is key

J Drummond & Son began trading as a market stall in Hackney, East London, in 1958. Crime was on the increase and Jim

Drummond and his son (also called Jim) responded to the demand for greater security by expanding their traditional key cutting and blade sharpening service to include custom-made roller shutters, grilles and gates. Business flourished and in 2002, to complement their shop in Dalston Lane, E8, Drummond Security Ltd opened a second branch in Potters Bar, Hertfordshire.

A member of the Master Locksmiths Association, Drummond Security today offers a comprehensive range of security

"Regarding ISO... my advice to others is once you have it flaunt it and let potential customers know that you are committed to their interests."



Cliff Redvers of IMSM (left) presents the ISO certificate to Jim Drummond.

products for commercial and residential applications - everything from bollards, barriers and baffle strips to intercoms, access control systems, master suites, safes, and all types of locks fitted and opened.

Mr Drummond's son Jim currently heads the family firm with his two sons, Andrew and James, helping to drive the company forward in what is an increasingly competitive industry. Having secured ISO 9001 registration in April 2004, Drummond Security believes that it is now taken more seriously when tendering for

work that has not been sourced from recommendation.

James Drummond explained that the certification process has also made a difference to the smooth running of the business. "We find that we can access information much easier than before. There are now systems in place to help us achieve greater efficiency in our process of work. At first we were not sure that it would be worth the extra paperwork, but the IMSM staff proved to us that a proper system would reduce stress and time. Now all the information is in the right place when we need it."

He added, "Cliff was very helpful and patient. He saw that we needed help if we were to take on more work. The speed in which everything was completed was very impressive. Regarding ISO, my advice to others is once you have it, flaunt it and let potential customers know that you are committed to their interests."

www.drummondsecurity.com

Visit www.imsm.com to download more case studies...



Opening up new markets

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In addition to the new office in Maastricht, IMSM has also recently opened for business in Kuala Lumpur.

Bright continued, "As soon as I arrived in Malaysia I could see that we could make a real difference for local companies and establish a successful business




operation. With the support of the British Malaysian Chamber of Commerce, everything just seemed to fall into place. It soon became clear that a lot of Malaysian companies

are looking to land contracts with the larger corporation. When I explained how

obtaining ISO certification can help with winning those kinds of contracts then there was real interest in the support that we can provide."

To date, IMSM has helped 5,500 companies around the world achieve ISO 9001. No doubt the number of satisfied customers will continue to grow alongside its worldwide presence.

Quick Quotes

 "The service we received from IMSM was very good. It was efficient and meaningful to our business".

Fabian Foley,
Sales & Marketing Director
of Air Pro,
Enoggera, Australia.

"We were very pleased with IMSM's overall knowledge, response time, and how friendly the representatives were. They complemented our efforts, making the certification process more adaptable to us. The service was excellent."

Katie Jensen, Office
Manager, Innovative Metal
Fabrication Inc., Roseville,
Minnesota, USA

"The service was very efficient and helpful."

David Whaley,
Sales Director,
WMB Stainless
Belfast, Northern Ireland.

"IMSM offers a radically different approach. They are fast, efficient and provide a comprehensive service"

Mr Bouchinet, Director,
Hitec (Champlan, France)

A better position



Thorpe Molloy's office in Aberdeen opened for business in September 1997 to provide specialist

recruitment services for accountancy staff at all levels, both temporary and permanent. Two years later they opened an Edinburgh office and, in 2002, the company continued to expand by establishing their "Office Support" division, which deals with the recruitment of experienced HR, administration and secretarial personnel.

Employing a team of 20 experts, Thorpe Molloy serves a range of different industries in the private and public sectors. Noticing that a lot of tender applications ask if prospective business partners have a quality management system in place, Thorpe Molloy opted to be guided to ISO 9001 by IMSM and successfully achieved certification in May 2004.

"ISO 9001 differentiates us in a competitive market", explained Director Karen Molloy. "It is a powerful marketing tool that can increase profitability through consistency in processes and continual improvements in operations.

"We are launching a new overseas division to coincide with the start of our new financial year in September and are taking the opportunity to launch our new website at the same time. As we grow, ISO 9001 will form a firm foundation through which to

change and continually develop.

"Initially we did have some concerns that the process would be lengthy and expensive but the service from IMSM was useful and we were ultimately happy with the timescale taken. We used the six-month process to involve employees in company wide initiatives, ultimately leading to more buy-in and pride in the certification."

"It is a powerful marketing tool that can increase profitability through consistency in processes"

Karen added, "We believe that more effective monitoring may help improve customer satisfaction, which is now at the very heart of our quality management system.

We are also due our reassessment for our Investors in People accreditation and feel that winning ISO will help us achieve a successful outcome."

www.thorpe-molloy.co.uk



Ruth Vaughan-Henry of IMSM with the Directors of Thorpe Molloy: Judith Thorpe, Karen Molloy and Vicky Culley (left to right).

Exhibition dates...

20-27 October 2004

K2004 Dusseldorf

10-11 November 2004

Irish Water, Waste & Environment Dublin

10-12 January 2005

Pacific Design & Manufacturing Anaheim

1-3 February 2005

Logimat Stuttgart