



Issue 107 - New York



TM  
iso specialists

## Visible results with AVR

Established in 2001 and based in New York City, Audio Visual Resources Inc. (AVR) provides specialized audio visual skills. The company's main focus is on AV integration and maintenance services. At the time of its creation, AVR was the first company to have two individuals with advance InfoComm Certifications (CTS-D and CTS-I).

From the offset, AVR has devoted itself to delivering excellent service. Back in 2003, when AVR first considered becoming ISO certified, the Audio Visual Industry had very few, if any, standards.

"It was very easy to do mediocre work and still get paid for it" said Lorrie Morrow, one of the company's founders. "Although our staff had many years of experience and we felt that we were doing quality work, Audio Visual Resources, Inc. (AVR) was in its infancy and we needed to verify that we were actually hitting the mark. We also wanted to differentiate ourselves from other integrators."

It was in 2004, after meeting with one of IMSM's assessors, that IMSM was selected to



provide the ISO 9001 consulting services required to make their certification a reality.

Fast forward to 2005, and after just one year of being certified to ISO 9001, AVR had already experienced a 400% increase in profit!

**"Although quality seems simple, it's certainly not easy! IMSM was instrumental in helping us conform to the standard and set up our procedures."**

Not only did the standard help increase the company's revenue, it also granted the team valuable insight into how their company ticks. According to Lorrie, "Every time we perform an internal

audit we learn more about our own company, how it functions, and how it's constantly changing. The process keeps us working on continual improvements, which is a must in an ever-changing technology-based industry. It also reduces the stress in indoctrinating new employees... there's a procedure for that!"

As a testament to AVR's commitment to providing quality service, in 2010, the company unveiled their very own Quality Management System specific to the Audio Video Industry. The AV 9000 Quality Management System is fast becoming a requirement for an increasing number of large buyers of AV technology.

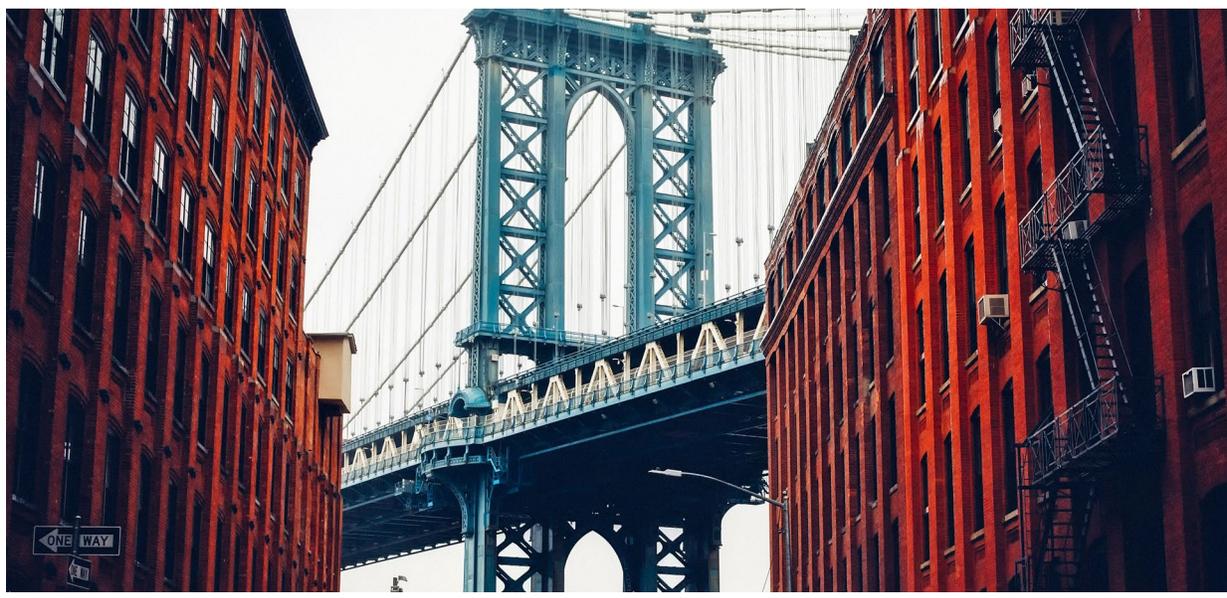


Issue 107 - New York



# Grow your customer base with ISO

iso specialists<sup>TM</sup>



**Applied Power Systems, based in Hicksville, New York, are specialists in providing power conversion equipment for a variety of clients including oil and gas, transportation, mining, energy storage and similar heavy industries.**

Established in 1996, APS' team of experienced engineers have been helping clients with thermal management solutions, custom circuit and driver designs, globally, for over 20 years.

Like many other companies, APS began looking into getting ISO certification as a means of expanding their customer base and gaining access to larger, more internationally-recognized clients.

In order to obtain their ISO standard, APS enlisted the help of IMSM, who provided consultancy services, including gap analysis, management system documentation, advice and training,

with QAS International performing the final quality audit and issuing the ISO 9001 Quality Management certificate.

Jim Murphy said of working with IMSM during the implementation process, "IMSM provided all the required tools and training along with abundant guidance to successfully attain and maintain ISO certification."

**"Several of our larger customers in important product market segments mandate ISO 9001 compliance. Additionally, ISO 9001 helps insure we stay quality focused and produce consistent results."**

Since obtaining their ISO, the company has benefited from improved overall efficiency, along with increased productivity and profit.



Issue 107 - New York

### ISO 14001 Environmental Management

ISO 14001 involves implementing a fully effective Environmental Management System (EMS). An EMS is designed to address the delicate balance between maintaining profitability and reducing your environmental impact.

ISO 14001 will help your company to reduce its carbon footprint and lower costs, as an effective EMS will help to streamline your processes. This standard will allow your company to set up a fully effective EMS that will help to streamline operations.

### ISO 27001 Information and Data Security

ISO 27001 is essential for any business where the misuse, corruption or loss of its business or client information could result in a major commercial disaster.

The standard offers a comprehensive set of controls, based on best practice in information security, comprising of components such as confidentiality, integrity and availability.

### ISO 45001 Occupational Health & Safety Management Systems

Demonstrating rigorous occupational health and safety performance to employees, shareholders and clients is of increasing concern to organizations of all types. Stringent legislation and developing economic and social policies result in a need to demonstrate compliance.

ISO 45001 employs a framework to enable a thorough assessment of the risks involved in order to address the protection of employees and the general public.

TM  
iso specialists



## ISO 9001 Quality Management

ISO 9001 is the ultimate global benchmark for quality management. It is a critical tool for boosting your company's success, profitability and market potential.

ISO 9001 details the steps necessary to adopt a Quality Management System (QMS), designed to help organizations ensure they meet the needs and expectations of both customers and other interested parties.

By streamlining internal processes and adopting a strong customer focus, ISO implementation will improve competitiveness, leading to a higher profit potential.

The standard is currently adopted by over a million companies throughout the world. ISO 9001 can be applied to any type or size of organization, from small family businesses, to multinational corporations, to government institutions.

For more information on how ISO implementation can benefit your business, visit [www.ims.com](http://www.ims.com).

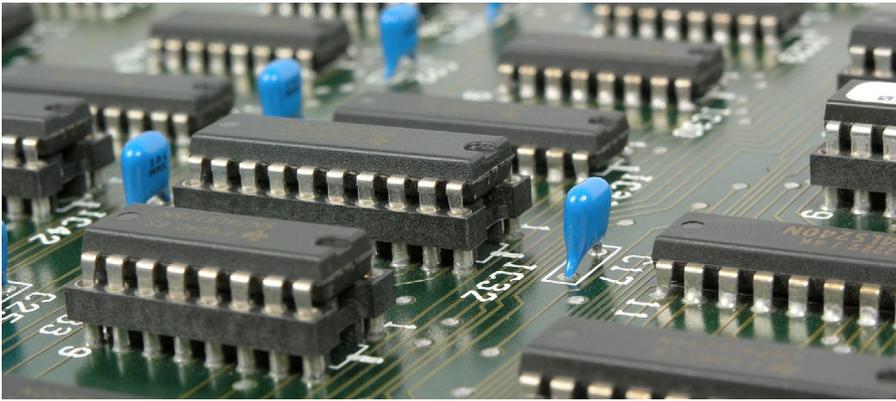


Issue 107 - New York



## MKC - Measuring Success

iso specialists<sup>TM</sup>



**MKC Electronics, Inc., established in 1985 and based in Holbrook, New York, specialize in the manufacture and supply of instrumentation and meters for aerospace, marine and ground support applications.**

With the Department of Defence as one of their major clients, ISO certification quickly became a necessity. Many industries and markets require that companies have Quality Management Systems in place, in order to ensure the consistent quality of products and services. This is especially the case in highly technical sectors, where defects can have far-reaching consequences.

Having heard of IMSM through one of their vendors, the company chose us to help them achieve their ISO 9001 certification.

When asked about his initial encounter with IMSM, Tony Casoria, MKC's President, said "[The process] didn't take long at all. We requested a meeting, and within 15 minutes my partner and I were sold."

According to Tony, one of the benefits of certification has been the improved paper trail, which has helped the company in establishing and maintaining their Standard Operating Procedures.

## About IMSM

IMSM, founded in 1994, are leading ISO specialists. We deliver high-quality ISO consultancy services and standards to organizations of all sizes, from all sectors, all over the world.

Our Assessors are always on hand to assist companies with any queries they may have regarding the process, and we provide Internal Auditor Training for organizations wishing to maintain their ISO standards to the highest level.

IMSM have been awarded Recognized for Excellence 5\* for the second time running, as a result of our on-going commitment to business excellence and quality, the highest an organization can achieve. The European Foundation for Quality Management (EFQM) awarded IMSM the Recognised for Excellence 4\* for the first time back in 2010 and IMSM has continued to improve over the last eight years.

Internationally acknowledged as a mark of excellence and quality, this reinforces IMSM's continual commitment to the achievement and delivery of a first class service, every time.