



Issue 108 - Texas



TM
iso specialists

Smart processes providing educated solutions



Process Solutions Corporation, located in Stafford, Texas, is a representative and distributor of instrumentation and automation components. With over 100 years of collective team experience, the company has been serving a number of industries since 1999.

If working in a highly specialized sector has taught the organization anything, it's that quality matters. But then, how best to showcase one's commitment to quality?

As a self-proclaimed provider of not just products, but "educated solutions", the company's need for a Quality Management System quickly became apparent. After hearing about IMSM from one of their customers, Process Solutions chose IMSM to help them implement their ISO 9001 Quality Management standard.

ISO 9001 is the global benchmark for quality management. Published by the International Organization for Standardization (ISO), the standard



is fast becoming a requirement in an increasing number of business sectors. By streamlining internal processes according to industry best practice, you can increase profitability and customer satisfaction, whilst reducing costs, both in time and money.

According to Jeanne Stephens, Sales Coordinator, "The implementation process with IMSM was very straightforward and practical. The mindset they have given us has been very beneficial across the board." Originally certified to ISO 9001:2008, the company has since transitioned to the updated 9001:2015 standard, in the space of as little as 3 months.

When asked if they'd experienced

any benefits in gaining their ISO certification, Jeanne explained that they had "gained a roadmap for all employees, as well as external customers." Indeed, one of the major benefits of becoming ISO certified is ensuring that everyone in your business is aligned to the same objectives, and understands the steps needed to achieve them.

psctexas.com

"We have been very pleased with the process. The mindset IMSM has given us has been very beneficial across the board."

Jeanne Stephens,
Sales Coordinator



Issue 108 - Texas



Proactive Quality Management with ISO

iso specialistsTM



Circuit Breaker Sales Co., Inc., located in Gainesville, Texas, specializes in the sale and service of low and medium voltage circuit breakers and other electrical power distribution equipment. All products are supplied worldwide from the largest inventory in the US.

When Circuit Breaker Sales first chose to implement a Quality Management System, they did so on a proactive basis. They saw certification as a means of improving systems already in place, and ensuring continued customer satisfaction down the line.

Regarding the decision to become ISO certified, Mike Briley, ISO/Safety Manager, explained, "We felt it was the right thing to do and wanted to have a tool to help us identify gaps in our process, improve customer

satisfaction, and to help our company stay in business for many years to come."

Having previously met an IMSM consultant at a trade show, the company chose us to help implement both ISO 9001 Quality Management and ISO 14001 Environmental Management. The process took 9 months from start to finish. ISO 14001 consists of implementing



and maintaining an effective Environmental Management System, designed to assist companies in addressing the delicate balance between maintaining profitability and reducing their environmental impact. Much like ISO 9001, the ISO 14001 standard can be applied to any organization, no matter the size, location, or industry.

When asked for feedback regarding the implementation process, Mike said, "IMSM has been a great help to us with our 9001 and 14001 standards and processes. Very helpful and informative. IMSM Consultants are class acts and provide guidance and ideas to help us grow and improve. Could not ask for anything better!"

cbsales.com

BENCOR LLC, located in Brenham, Texas, is a leading electronic manufacturer specializing in printed circuit board fabrication services. The team has experience working in all stages of the product lifecycle, and has previously completed million-dollar projects both on-time and on-budget.



Issue 108 - Texas



iso specialistsTM



Houstech Inc., located in Southwest Houston, Texas, provide reliable, competitive Electronics Manufacturing Services. Specializing in PCBA, box build, cable and wire harness, electromechanical assemblies, and value added services, the company has been a supplier for leading OEMs since 1991.

Working with short deadlines can be daunting at the best of times, as any business knows. Even the smallest of problems can potentially cause delays, meaning that companies need to plan ahead if they are to meet deadlines and gain clients' trust.

It was this need for proactive planning that initially put Houstech on the path to certification. Macario Hernandez, Operations Manager, explains, "We chose to become certified primarily due to knowing that after certification if, for some reason, our top staff is unable to be present during some parts of our manufacturing process, our employees need only refer to and follow our ISO certified QMS to confidently ensure that our customers' product requirements are being met or exceeded."

IMSM was selected to assist Houstech in attaining ISO 9001 Quality Management certification,

providing consultancy services such as gap analysis, advice and internal auditor training. When asked about the implementation process with IMSM, Macario said, "The process was in depth and surprisingly pleasant."

Since obtaining their certification, the business has not only expanded their customer base, but have also improved their customer retention rate, both direct benefits of the ISO 9001 Quality Management System.

houstech.com

BENCOR first started looking into getting certification due to industry demands. As with many highly technical sectors, certification is strongly recommended, if not outright required.

IMSM was selected to provide ISO 9001 Quality Management consultancy services for the company, including helping the company transition from

ISO 9001:2008 to ISO 9001:2015. In an ever-evolving, technology-driven industry, ISO 9001 provides companies the framework for putting in place a culture of continuous improvement, an absolute necessity for those wishing to innovate and differentiate themselves from their competitors.

When asked if they'd experienced any benefits as a result of gaining

their certification, Christine Giese, the company founder, said, "Both our processes and accountability have had a big improvement." One of ISO 9001's main benefits is helping companies streamline their processes, leading to increased efficiency, improved transparency and traceability, and assuring customers that the service provided is of a consistent quality.

bencor-llc.com



Issue 108 - Texas



Generating new growth with ISO

iso specialistsTM



Metal Supermarkets is the world's largest small-quantity metal supplier with over 80 stores across the US, Canada, and United Kingdom. Metal Supermarkets Fort Worth, based in Texas, is one such store. Owned and operated by the Gillingham family and Gillingham Enterprises LLC, the business prides itself in delivering top-quality service and quick turnarounds.

Working as part of the Metal Supermarkets franchise, if there's one thing that owner Roy Gillingham knows for sure it's that, if you're not willing to put in the work, you might as well quit now! An integral part of the team, Roy knows his business from the top down. One of the benefits of such a hands-on approach to his work is that he knows his company's needs better than anyone.

When asked why he chose to get his company ISO 9001 certified, Roy said, "For the benefits gained internally as well as improving our position with some of our current and future high-end customers."

Regarding the implementation process with IMSM, Roy said, "They took the time to bring us along at a pace we were comfortable with. They helped us structure our QMS

in a way to capture all of our business activities."

Furthermore, when asked if the company had experienced any benefits from gaining their ISO, Roy added, "We have a better awareness of the connection each process has within the chain of events needed to provide quality service to our customer base. Internally, we have fewer non-conformances, resulting in improved productivity and fewer inventory write-offs. Externally, we have improved relationships with high-end customers and have gained new customers that are focused on and see quality."

And Metal Supermarkets Fort Worth aren't the only ones! Better understanding of internal processes, improved productivity and efficiency, improved customer satisfaction and a growing customer base are all classic examples of benefits gained from ISO certification. Roy also explained, "Being ISO certified dramatically reduces the time we spend completing the numerous self-audits we receive from customers. They are willing to accept our 3rd party certification in lieu of completing many pages of audit questions."

Prior to becoming certified, Roy and his team relied on their experience, and the combined knowledge of Metal Supermarkets' network of franchisees, to solve new challenges and consistently satisfy and exceed customer expectations. With the further knowledge and best practice gained from becoming ISO certified, Gillingham Enterprises LLC might well become your go-to for all your metal supply needs!

metalsupermarkets.com

