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## A proud accomplishment!

POWER, MANUFACTURING AND MARINE WORKS INC. (PMM WORKS INC.) is a highly respected Engineering, Procurement and Construction Firm committed to working with excellence, quality, integrity and exceptional customer service. The company provides and engages in the design, construction and maintenance of diesel and heavy fuel power plant, manufacturing of machine grout and polyurethane castable products and marine works like shipbuilding and ship repair.

PMM WORKS INC. have successfully achieved two ISO standards - ISO 9001:2015 (Quality Management) and ISO 45001:2018 (Occupational Health and Safety). Mari Nejal, Marketing Associate, said, "So grateful and proud of becoming an ISO Certified Company. It will work as a competitive advantage to us in the future." ISO 9001 and ISO 45001 are the global benchmark for quality management and health and safety. Published by the International Organization for Standardization, the standards are fast becoming a requirement in an increasing number of business sectors.

The company first looked into becoming ISO certified after wanting to comply with clients' requirements. Additionally to this, they also wanted to improve employees moral and motivation, achieve a higher level of work quality and be cost conscious,



to improve loss control and management. Mari said, "We chose to be ISO certified because it's a global requirement for competitiveness and it will help us to comply with standard procedures."

Achieving ISO certification proves your business adheres to international best practices and with it, brings new benefits to your business. PPM Works have already experienced benefits as Mari said, "After our company achieved ISO certification, employees are highly motivated and their performance of their respective jobs has improved."

When asked for feedback regarding the implementation process, Mari stated, "The process took about a year. Though it was hard work at times, it was manageable thanks to the high quality training by the IMSM trainer. The experience with IMSM was interesting and satisfying. Will highly recommend to business associates in the construction business."



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## Sustaining the level of quality and competitiveness in the telecom construction dynamics



BSPT Construction Corporation is at the forefront when it comes to building cell sites, supply/erect towers and physical fiber optic networks in Luzon, Visayas and Mindanao, for the country's telecom giants.

BSPT Construction Corporation was started in 2012. CEO and President, Ms. Eme D. Zamoranos said, "My days heading the family corporation places a great physical and mental demand, as it takes efficiency to build a number of cell sites and fiber optics every year with nearly 400 regular and local hired employees to manage on a nationwide scale."

With the global telecom market increasingly expanding, and with the entry of foreign vendors, BSPT days became more exhaustively long and

busy because not only does it need to strictly abide by the project deadlines, but also is required to comply with their stringent rules and procedures.

For Ms. Eme, "No matter what telecom or equipment vendors we are working with, it's not all about outdoing ourselves every time. Sustaining the level of quality and competitiveness in the paradigm of telecom construction dynamics is the fundamental key in gaining the trust and confidence of all the clients we deal with. And the way to maintain that lasting business relationship is to demonstrate an international level of excellence through a recognized standard certification."

It is for this reason why BSPT values the lessons, trainings and seminars provided by IMSM. Through



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the guidance of and in partnership with IMSM, BSPT was able to acquire the ISO 9001 and ISO 45001 certifications which established the company's integrity about quality and safety management in its projects. BSPT has learned that having such prestigious credentials, the company observed enhanced quality, raised efficiency, performed better and competed favourably.

Thus, the opportunities and dealings with clients, who also takes pride in being ISO certified themselves, have become more attractive. BSPT wishes to leave a legacy of excellence and trains the company's employee's children to be the Engineers of the future.

Looking forward, BSPT has set sights on entering the Fiber Optic technology which is poised to be a billion-peso business stretching into Year 2021. And in realizing these goals, BSPT considers IMSM as their ISO partner. Ms. Emee believes that, "At the end of the day and regardless of how difficult it is to lay the groundwork, it's all about offering your best in whatever you do that matters. I see the same philosophy with IMSM and I feel at home dealing with them as they support my endeavours to the best way they can."



## The company

IMSM 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.

As an organization we work towards a common goal: to consistently deliver to our client's world class ISO consultation, reinforced by adherence to our IMSM Mission, Vision and Values.

## Awards

IMSM received recognition as a CSR World Leader in honor of their appreciation and commitment to the Corporate Social Responsibility Program.

The European Foundation for Quality Management (EFQM) awarded IMSM 'Recognized for Excellence 5\*' as a result of on-going commitment to business excellence and quality.

Living and breathing standards means we focus on our customers and how we can offer great customer service.



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## CRESTEC Achieves ISO 9001 and ISO 14001 Certification

CRESTEC Philippines, Inc., established in July 2000, provides a wide range of documentation services, from translation, end-to-end document creation, printing and publishing, and local or international delivery, to name but a few.

With offices and facilities around the globe, the CRESTEC group has become a trusted name in global communications, delivering high-quality products and services, on time and in budget. CRESTEC Philippines, Inc. is no different. With local offices in Lipa City, Sto. Tomas, and Binan, the company is just as dedicated to providing excellent service locally as it is globally.

CRESTEC Philippines, Inc. first sought to become ISO certified as a means of further improving the quality of both their products and services. The company recognised that being able to provide a consistent level of quality would help them meet and exceed customer expectations and thus improve overall client satisfaction. IMSM was selected to assist CRESTEC Philippines, Inc. in achieving both their ISO 9001 Quality Management and ISO 14001 Environmental Management certifications, by offering consultancy services such as gap analysis, the creation of necessary documentation, along with advice and training on how to best implement and maintain the

standards. The implementation process took only 3 months from start to finish.

When asked if they had experienced any benefits since achieving their certification, Che-Ann, ISO Officer, said, "We saw an improvement in our management, in that each department now sets targets and objectives which are monitored on a monthly basis."

As many successful companies will attest, ensuring that staff have a clear understanding of your business objectives can be instrumental in boosting not only productivity, but morale as well! Che-Ann goes on to add, "With this, we will be able to improve customer satisfaction and further develop our professional culture."

