



Issue 89 - Nigeria Edition

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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 organisations ensure they meet the needs and expectations of both customers and other interested parties.

ISO 9001 will better equip your business to meet every client requirement, improve client focus throughout and a host of other benefits.

ISO 14001 Environmental Management

ISO 14001 involves implementing a fully integrated and 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. This standard will allow your company to set up a fully integrated and effective EMS that will help to streamline operations.

BS OHSAS Occupational Health & Safety Management

BS OHSAS 18001, the Occupational Health and Safety Standard, is good for your organisation's well-being and provides a framework for managing Health and Safety responsibilities.

Demonstrating rigorous occupational health and safety performance to employees, shareholders and clients is of increasing concern to organisations of all types. Stringent legislation and developing economic and social policies result in a requirement to demonstrate compliance. BS OHSAS 18001 employs a framework to enable a thorough assessment of the risks involved in order to address the protection of employees and the general public.

Why choose IMSM?

Our approach to ISO certification is based on a key set of principles in order to create balanced and sustained results for our clients.

Offering full guidance and assistance, IMSM ensure a client focused and satisfied experience.

Boost your international reputation



GGI International (Nig) Ltd., (GGI) offers internationally-accepted product services for the chemical, oil and gas industries. GGI are now ISO 9001, BS OHSAS 18001 and ISO 14001 certified.

Dr. Innocent I. Akuvue, CEO/Engineering Specialist at the firm says: "We realised that if we wanted to play at the international level, we would have to improve our basic standards and practices.

"One of the most important international standards out there is the ISO certification. We knew that getting that was a vital means for us to gear up to do business further afield."

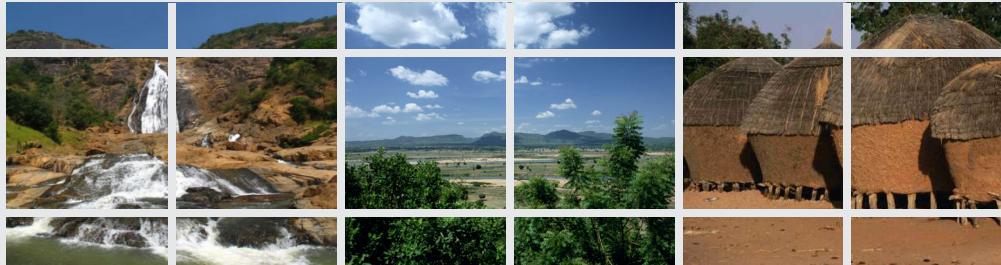
GGI employees felt that IMSM would offer an international outlook, and help them to fully get to grips with the ISO requirements. Dr. Akuvue says, "We can honestly say that we are well-satisfied with the quality service that IMSM has provided.

"It was quite challenging, but we expected that. We were committed to really taking on board the ISO standard procedures, rather than just ticking boxes, so we devoted ourselves to meeting the requirements.

"IMSM helped us to meet all the requirements in time for the audit. They were professional and assisted us in becoming fully prepared, so that we were able to get the perfect results."

Staff at GGI found the ISO certification processes rewarding: "We appreciate it all the more because it took so much hard work to achieve." Their staff also recognise that the ISO standards have brought big internal improvements to the company's internal processes. Dr. Akuvue explains, "The ISO certificates have brought a very dignified order to the way we conduct business. Every staff member now knows what they are expected to do. We are working more smoothly because there is a laid-down procedure for every aspect of our business."

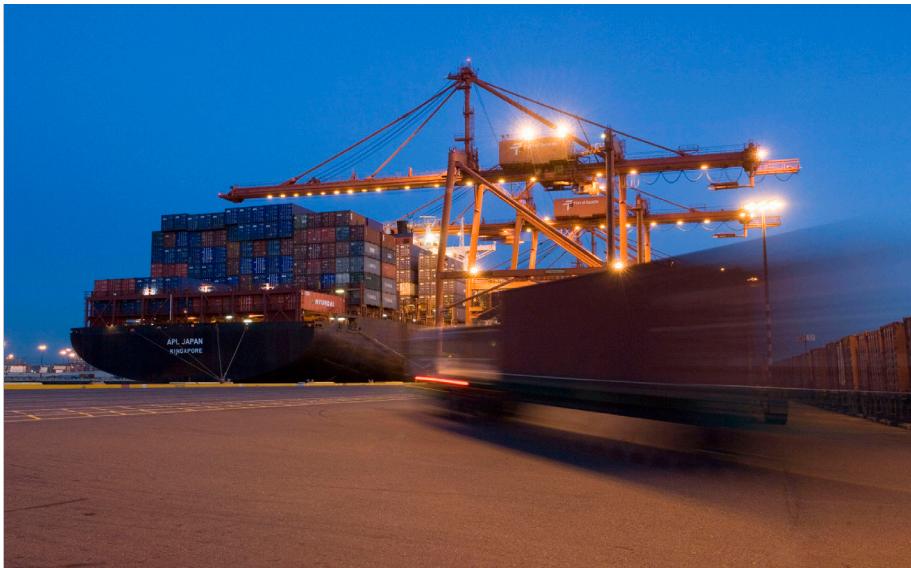
GGI has improved in the way in which it provides and sells its services, and in its strategy for the future. The ISO certificates have also improved its international reputation and giving it stronger standing among other companies. Dr. Akuvue observes, "These certificates have increased our sales and business opportunities and make us more likely to win a contract bid. Many companies in Nigeria still do not have ISO certification, so we have a strong competitive advantage and a reputation as a more reliable, trustworthy company that upholds high, international standards. We are very appreciative for the help IMSM offered us in making all this possible."



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Fast-track ahead of the competition



Fidepat International Company Limited provides international shipping services covering all areas of shipping operations and is successfully certified to ISO 9001, ISO 14001 and BS OHSAS 18001 with the help of IMSM.

Managing Director, Dr. Amobi A. Osuizugbe decided that the company should aim for ISO 9001, 14001 and BS OHSAS 18001. Dr. Osuizugbe undertook this decision because he realised that there was a need for the company to move ahead with the times: "In the business world, things are moving very fast as there is so much international competition. Our international relations and reputation for quality of service was at stake."

Dr. Osuizugbe saw obtaining the ISO certifications as a way of keeping up with the competition and as a challenge Fidepat had to meet if they wanted to get on the fast-track: "We wanted to be internationally-competent and compete with the big players anywhere in the world, not just locally. But in order to get certified, we felt we wanted some assistance and expertise. We were impressed by IMSM's long track-record and high reputation, we felt that they would meet our business needs."

Fidepat found that the certification process was a very useful exercise in laying a good foundation for future patterns of work and good-practice. Dr. Osuizugbe comments, "It was great to know that

following the processes would really increase our effectiveness and help us to consistently achieve the right result.

"IMSM carefully guided us through all the requirements, something we found invaluable. They certainly put us on the right path; with their assistance, we were able to improve our internal organisation and to gain a new perspective on our processes."

In Dr. Osuizugbe's mind, there is no doubt that the certificates have improved Fidepat's corporate image:

"As well as enhancing our reputation, the awards also mean that we have better leverage and can attract more business, particularly internationally."

Dr. Osuizugbe is immensely grateful for the support the IMSM staff provided, and highly recommends their services: "We found that they always delivered what they promised to a very high level. They fulfilled all of our requirements, and were a great help to us."

Instill Client Confidence

Cena Technical Limited is a corrosion control specialist. Chris Amaechi, Managing Director, says: "Our company decided to become ISO 9001 certified because we saw the need to standardise our procedures and also to increase our client confidence.

"We appreciated IMSM staff's creativity and their attention, particularly in regards to environment-related matters. I was personally impressed with the IMSM consultant, who was very friendly and easy to communicate with."

Going through the ISO certification process was a real eye-opener for CENA. It outlined the importance of organising their internal systems. Chris says, "Naturally, it wasn't all easy, but it wasn't impossible either. We had procedures and manuals that we were using previously, but once we embarked on the process, we saw areas that needed improvement. We were keen to make these improvements, conscious of the fact they would bring us better results in the end."



Being ISO certified means that CENA's work procedures have become more effective and streamlined. It has also improved client confidence, as Chris explains: "When we turn in a tender and clients see the certification, they seem to have more faith in us. The ISO standard has definitely helped us achieve greater acceptance when we meet business clients. I am sure it will also prove very helpful when we launch out into the international level."

"Using IMSM was a good experience for us and we would happily recommend them."