

*The Benefits of ISO certification...**PLASTICS EDITION*

A business edge through International Standards

IMSM helps thousands of businesses worldwide achieve ISO 9001:2008 (Quality), ISO 14001 (Environmental), ISO27001 (Information Security) and BS OHSAS 18001 (Health & Safety) certification, through fixed-fee management systems. Holding these standards demonstrates to customers, prospects and suppliers that the company works to logical and documented systems, reducing costs and waste, with continuous improvement triggers built in. Here are some examples of how ISO certification has helped IMSM's clients in the plastics industry.

A real money saver...



"It simplifies business practices, it saves time and frees up labour... and increases sales."

Paul Meyer, General Manager of Operations at Action Plastics Inc (API), was well aware of the benefits of having quality standards in place. So when ISO 9001 became a requirement to gain contracts it was a relatively simple process and IMSM were recommended to help API achieve certification.

"IMSM cut through the red tape and simplified what initially looked like a complicated process," said Paul. "Other companies made the process seem far more difficult than it actually is."

Action Plastics Inc is based in Rogers, Minnesota and was established 28 years ago. It now has forty employees with ten office staff and thirty working in production. With a wide client base the company supplies custom-made molded parts to industries such as cosmetics, medical, aerospace, military and agriculture.

As well as gaining new business the ISO 9001 process is a money saver for the company. Paul explained: "It simplifies business practices, it saves time and frees up labor. Also, the process provides evidence of our company's capabilities to both existing and potential clients. As a result of working with IMSM and achieving ISO 9001, we are now on additional approved supplier lists, so it also helps us to increase our sales."

In late 2005, although compliant for many years, API received its official ISO certification. In January 2006, the company remodelled its quality laboratory and added a state-of-the-art Vision system to expand its measurement capabilities and help surpass customer quality expectations.

Paul was very pleased with the service received from IMSM. "I give them ten out of ten and would recommend them absolutely."

www.actionplastics.com

International Management Systems Marketing Ltd (IMSM) was founded in 1994 to add value to businesses around the world by providing structured management systems which increase their efficiency and competitiveness, through internationally recognized standards. From its UK headquarters, IMSM has developed a strong network in Europe, USA, Canada, South Africa, and the Asian Pacific region. IMSM's fully trained and experienced team of auditors hold IRCA (International Register of Certified Auditors) qualifications. The company is an active member of business and quality organizations around the world. See website for details.

Increased efficiency and savings

Since 1976 the Engineered Plastic Products Corporation (EPP Corp) has provided many high technology industries with the highest quality custom machined plastic parts. Based in Illinois their expert workforce produce custom plastic parts while operating to minimal production times and using low cost processes. With many diverse customers in critical industries such as aerospace, hydraulics, instrumentation, military and medical, EPP Corp's quality levels are essential.

IMSM helped EPP Corp to achieve their ISO 9001 certification seven years ago, which has been of great benefit and aided them in providing an assurance of sound quality systems to their customers. Businesses feel safer working with a company that is ISO certified, especially within this industry, as they are assured of the level of quality that they can expect.

As well as improving their quality levels, holding ISO 9001 has provided EPP Corp with access to more customers and produced increased efficiencies and savings, especially through the corrective action systems. Any problems that arise are immediately corrected once and for all, meaning that repeat mistakes are not made. As a result, quality and efficiency levels have both simultaneously been improved.

Their long-standing business expertise backed up by their ISO 9001 certification, means that the company is now on many approved supplier lists and enjoys access to a wider customer base. EPP Corp would definitely recommend IMSM to other businesses wanting to become ISO 9001 certified, and has enjoyed a very good working relationship with them. IMSM helped to ease the ISO path, making the transition seamless and beneficial to their business.

Alex Curtiss, President, feels that the ISO 9001 is of great benefit, "The ISO 9001 helps to separate us from the competition. We have a very diverse mix of critical customers who all require high quality plastics products. Our ISO 9001 certification communicates to our potential customers that we will be operating to a high quality level, that they can place their trust in and rely upon."

www.eppcorp.com

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To date, IMSM has helped more than 8,000 organizations around the world to achieve ISO 9001 certification

www.imsm.com – international standards are our business

A shining example...

IMSM client, RayVac Plastic Decorators Inc is based in Big Rock, Illinois and their specialty is turning plain objects into something bright and shining. Using a computer-controlled vacuum metallizes the process coats plastic, glass or metal with an extremely thin layer of nearly pure aluminum.

For over 40 years RayVac has delivered quality promptly. For this they ensure that the 20-strong professional workforce operates efficiently, checking and double checking through all the company's procedures. Which is where ISO 9001 comes in – sales and Administrative Assistant, Julie Cicci, said: "When IMSM first contacted us they explained the process very well. While we were happy that our working methods were already providing our customers with excellent quality, taking ISO 9001 has given us a regular format to follow."



"...as a result we are saving time in the factory and ISO 9001 is helping to bring in new clients "

The company applies chrome coatings to a wide variety of products – road reflectors, automotive headlamps and lighting products, as well as a wide variety of electronic and household products. The items are 'fired' in a vacuum where aluminum is heated to 2500°C making a liquid that vaporizes to completely coat the items. The result is a brilliant mirror-like surface.

"The coating process is very precise," says Julie. "The vacuum is equivalent of being 300 miles out in space. Just one microscopic leak somewhere would make it impossible to create such a vacuum. ISO 9001 ensures checks which prevent problems arising.

With IMSM it has been a smooth transition, it gives us all a daily reminder of records we should keep and systems we need to have in place and all in an easy-to-follow format. We are very pleased with the outcome."

"Going through the ISO 9001 process can seem overwhelming but it all ran very smoothly. As a result we are saving time in the factory and it is helping to bring in new clients most of whom require ISO 9001 as proof of quality standards. Thanks to IMSM, it's a very good service," added Julie.

www.rayvac.com

Commitment to Excellence



IMSM Limited is delighted to announce that the company has achieved the European Foundation for Quality Management [EFQM] Recognised for Excellence Award. This internationally recognized Award acknowledges that IMSM is a high performing organization, which operates

within a management framework, defining what they do and explaining why they do it. The EFQM Excellence Model is the most widely used organizational framework in Europe, and the basis for the majority of national and regional Quality Awards.

Traceability and quality control

Comco Plastics, based in Woodhaven, New York, initially viewed ISO 9001 as a large undertaking and were concerned about being burdened with excessive paperwork, but IMSM were able to simplify the process, making it realistic to achieve. Comco chose IMSM not only for their ability to make the operation more straightforward, but because of their value for money.

Comco has been in business for over 53 years and is synonymous with high-quality, precision-machined and fabricated high-performance plastics for a multitude of industries, both within the US and internationally. Comco's capabilities include Custom Material Formulations, CNC Machining, Thermoforming, Assembly and Finishing and Design and Expertise. Comco's extensive thermoforming capabilities set it apart from most other plastic fabricators. Since all of the thermoforming tools are made in-house, costs and lead times for manufacturing forming dies are kept to a minimum.

Specializing in all forms of custom plastic fabrication, Comco can manufacture both plastic shape raw stock and complete the required fabrication operations through to finished assembly, providing its customers with complete "Pellet to Part" traceability, process and quality control.

Comco's main reason for pursuing ISO 9001 certification was to continue the company's improvement initiative. Michael French, Executive Vice President said, "We also felt it would help us get into some of the bigger accounts that mandate the certification and ultimately help us streamline our process and define roles.

Through the ISO set up process, IMSM were able to identify shop inefficiencies and helped us understand clients' expectations and improve customer relations."

The company's technical staff includes some of North America's leading experts on both the manufacture and fabrication of plastic materials and most enquiries submitted via Comco's website will be responded to within 24 hours or less, further demonstrating their commitment to customers and potential customers.

With the constantly changing needs and increasing competitiveness of the plastics industry, it has become crucial for such companies to implement a quality management system that is ISO compliant. Comco Plastics has demonstrated that by adapting its processes to conform to ISO 9001, the company has gained greater credibility amongst customers and suppliers.

It is always rewarding to receive feedback from satisfied customers, for both the client and IMSM. Michael concluded by saying, "IMSM were great – very accessible and easy to work with. We will certainly recommend them."

www.comcoplastics.com



"Through the process, IMSM were able to identify inefficiencies and improve customer relations..."

Email: enquiries@imsm.com

Web: www.imsm.com



Your Local Business Manager: