

# impact

Issue 60 - East Africa Edition



## ISO has made our operations much more efficient

Alan Dick & Co Ltd, Nairobi is part of AlanDick International. The AlanDick Group, is a total communications infrastructure solutions provider with the global logistics to provide innovative products and services to satisfy the needs of the cellular network, broadcast, radar/surveillance and transportation markets.

With offices across 5 continents Alan Dick & Co Ltd is a world leading organisation with the ability to plan, design, deploy, develop, integrate, maintain, manage, monitor, support, and optimise communication systems across the globe.

The Nairobi branch that was established in 2001 deals with the design, building, installation and servicing of telecommunication systems, and continues to grow, with an employee base of 25.

Mr. Willis Odhiambo, Project Manager at Alan Dick & Co Ltd, explains the decision making process towards ISO 9001 Quality Management certification, and how IMSM supported the company to achieve the international standard.

"Many of our clients are already ISO certified and were requesting that we were also certified, it was therefore a simple business decision to become certified." Mr. Odhiambo went on to say how he and his team thought the certification process would be time consuming, however they found the IMSM procedure "really simple and straight forward."

Alan Dick & Co Ltd completed their ISO 9001 certification a short while ago and have already benefited from the experience. Mr. Odhiambo comments "The ISO has made our operations much more efficient, because all our systems are now documented."

"Even for a company like ours, that is already quality conscious and has a lot of systems in place, there is still a great benefit to be gained. Another advantage of having the ISO 9001 is that our customers are satisfied and confident to do business with us."



When asked what he would say to others considering the ISO 9001 he replied "definitely, it improves your internal operations and makes your company a more marketable proposition."



## Tile & Carpet Centre



Tile & Carpet Centre is a premier Kenyan building & interior product company; retailing some of the world's best brands such as Duravit, Hansgrohe and Imola. Boasting extensive showrooms, they offer interior designers, architects, developers, and home owners a wide range of products.

It was important for Tile & Carpet Centre to strategise and bring together the various functions of the organisation to achieve a common goal; exceeding customer and stakeholder expectations. Mrs. Mandeep Degon, Management representative at Tile & Carpet Centre explains how they found the ISO process, "It was challenging but exciting; having a supportive Board of Directors, management team and dedicated staff company-wide made it possible."

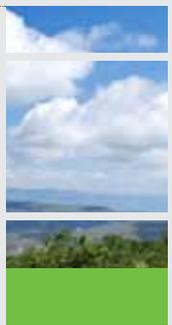
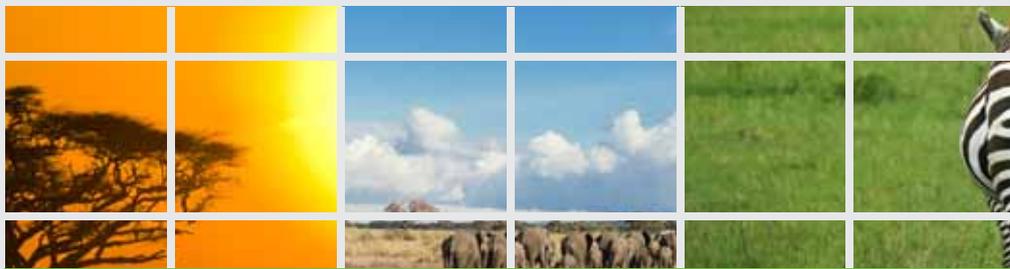
ISO 9001 ensures they are continuously improving and being proactive to ensure

that risks are minimised. This has greatly improved their internal systems, controls and their customer service. Mrs. Degon continued, "We are being recognised by our suppliers, customers and stakeholders as an organisation operating at international levels. There was nothing hard. Just challenging."

"ISO 9001 is an excellent platform for any organisation gearing up for growth. It provides an excellent framework within which to operate and achieve the company's objectives."



Email: [enquiries@imsm.com](mailto:enquiries@imsm.com) Web: [www.imsm.com](http://www.imsm.com)



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## Synthesis Limited

Since 1991, Nairobi based architectural and development consultancy, Synthesis Limited have been offering comprehensive services in architecture, interior design, and planning and project management and have recently obtained ISO 9001 Quality Management Standard.

Ms. Catherine Jadeya, of Synthesis explains the decision making behind becoming ISO certified, "We needed a system that enables us to be effective in the delivery of our service. Clients had enquired as to whether we have a system in place that guarantees delivery. As a company we also wanted to have the prestigious distinction of being a firm that operates under an internationally recognised standard. We felt clients coming to Kenya are more likely to be interested in working with a firm that has ISO certification, because it assures them of a world class service."

Ms. Jadeya comments on the ISO process, "We found it challenging but worth the effort. Our staff have developed a greater sense of team spirit and ownership through the process. The ISO 9001 has changed and improved the way we work. All the team have a better understanding of the importance of adhering to procedures, even in the face of pressure to deliver. The ISO process required the team to change how we documented our work instructions. Our team has great faith and confidence in our systems and procedures that we can deliver quality work. The ISO 9001 Quality Management standard has improved our productivity, efficiency and effectiveness in all our systems and procedures. We now have better control of our system."

Regarding the IMSM service, Ms. Jadeya explains, "IMSM guided us through the whole process with diligence and helped us to understand the ISO process. This enabled us to improve beyond expectations. A good working relationship has been built between Synthesis and IMSM and I would recommend them to any company seeking to achieve ISO certification." "System, conforming to the International Standard. A good working relationship has been built between Synthesis and IMSM and I would recommend them to any company seeking to achieve ISO certification."



# Specialist power systems.

Nairobi based Specialised Power Systems Ltd has just achieve ISO 9001:2008 through IMSM, and has been so pleased with the results, is currently adding environmental standard ISO 14001 and Health & Safety standard BS OHSAS 18001 to its range of credentials.

The Kenyan company, who are leaders in the electrical field, and which was founded in 1990, designs and makes low voltage switchboards and control panels, employing a staff of 70. Customers include electrical contractors, many of whom are involved in the construction of new hotels, high specification buildings, and sugar mills.

Business Development Manager, Sharan Singh, explained. "Holding ISO 9001 had become crucial for our business growth-we needed it in almost every tender we submitted. IMSM were recommended to us, and we chose them to help us succeed for two reasons: firstly, they were an international business, and we wanted international recognition, and secondly, they offered the most up to date version, ISO 9001:2008, which put us ahead of our competitors."

"We were originally working with a local company, but got stuck, which resulted in delays, dragging on for a year. When we met IMSM, they re-audited us, and with their help, we had the ISO 9001:2008 certificate in our hands within four months. Our Assessor was very helpful, and answered all our questions along the way. His experience in helping our staff to implement the standard was particularly valuable."

Specialised Power is a company which takes the environment seriously, and is also concerned to protect the health of its employees. Having achieved ISO 9001: 2008, the company decided to enlist the help of IMSM to add both the



environmental standard, ISO 14001, and the health and safety standard, BS OHSAS 18001. Sharan continues, "In our workshops we deal with both paint odours and acid fumes. Holding these standards means that we can demonstrate to customers and staff that we have appropriate ventilation, good working practices, and ensure that protective clothing and equipment are used."

When considering the internal benefits of achieving these standards, Sharan was very enthusiastic. "Our paperwork is much more organized, we have a flow now. If somebody is not at work, we're not left hanging; we can fall back on the paperwork. The other advantage is that we don't have to rely on memory; we can just consult the documentation. It gives both our customers and our management team peace of mind that our paperwork is organized, and we can prove it. I am sure it will bring real cost savings in the future."

Sharan has no hesitation in recommending IMSM to other businesses. Asked to rate the service Specialised Power had received, she replied, "Out of 10? I would give them 20!"

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## Ultimate Engineering Ltd

Nairobi based Ultimate Engineering Ltd has been providing Electrical and Telecommunication Engineering & Contracting services since 1997.

Ms. Leah Ileri, HR Manager at Ultimate Engineering explains the impact of ISO, "Everyone is committed and motivated by the whole procedure. There is increased customer focus, a better understanding of their needs and decreased costs through a reduction of poor quality work."

Now Ultimate Engineering can provide their clients with an audited assurance of quality. "Not only has it helped us to retain existing



business, but it is much easier for us to gain work from potential customers, who immediately recognise the high quality service that we provide," adds Ms. Ileri.

Initially employees had concerns about the increased amount of paperwork for certification. IMSM's vast expertise and guidance calmed any previous apprehensions. "IMSM offered the best assistance and guidance for the whole process. Our IMSM Assessor was very informed and able to do their work brilliantly. The level of service was excellent; I will definitely be recommending IMSM."

Email: [enquiries@imsm.com](mailto:enquiries@imsm.com) Web: [www.imsm.com](http://www.imsm.com)

