



# IMPACT

ISO 9001

Established in 1995 in Cape Town, South Africa, Caprichem has become a well-known name in the Chemical and Hygiene industry during the past 27 years.

Caprichem is in the specialty chemical and contract manufacturing industry. Their highly experienced staff have given them the competitive advantage to penetrate numerous market sectors, making them one of the most diversified chemical companies in South Africa. They have a large variety of divisions catering for most sectors within the market, including automotive, biological, contract manufacturing, construction, dairy, engineering, floorcare, food and beverage, hospitality, laundry, marine, personal care, retail and veterinary.



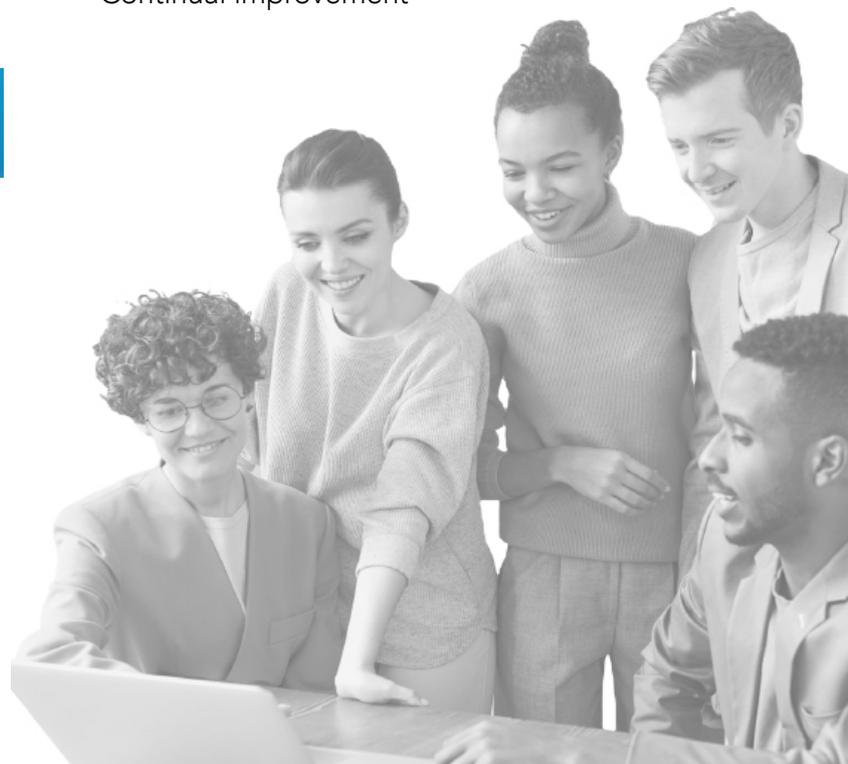
An ISO 9001 Quality Management System is a standard that Caprichem has had implemented within their business over a long period of time. ISO 9001 has allowed their company to become more efficient and engage their staff to take responsibility for their work.

“We have seen the benefits of having ISO 9001 over the years as it instils confidence in the mind of the customer knowing that the company is backed not only by well-researched and effective technology

through its products, but also follows equally high standards in terms of systems and procedures. This standard has proven that it benefits all companies out there, big or small,” expressed Johan Wilken, Quality Control Manager at Caprichem.

These statements back up the main benefits that many companies experience when implementing an ISO 9001 Quality Management System, which are;

- Client satisfaction
- Reduced operating costs
- Improved efficiency
- Competitive advantages
- Opens new markets
- Continual improvement



We asked Caprichem how they found the implementation process with IMSM:

“IMSM was quick, reliable, and very professional throughout the whole process. The assessor who helped us through the process was very knowledgeable and guided us with suggestions and feedback throughout the period.”

“We had issues trying to find a company to deal with our re-certification promptly, but after IMSM came on board, our troubles were over. IMSM were quick to react to our enquiry, quick to issue a quote and quick to do the re-certification. It was just such a pleasure to have them us through this process.”

When discussing their experience of working with IMSM's area manager and assessor, they were keen to tell us that “Jack van den Berg was professional and pleasant to work with, prompt and friendly. Joan Dawson was very knowledgeable and always happy to share. She was professional and always had our best interests at heart.”

“Once we decided to use IMSM as our auditing body, the process took less than two months from start to finish. We were very happy with this timeline.”

“As a manufacturing business, we continuously stay abreast of the latest technologies, and develop innovative techniques to improve our overall business performance.”

Caprichem's motto is “committed service”. They are also committed to ensuring product quality, product knowledge, service excellence and after-sales backup. Re-certifying to ISO 9001 with the help and guidance of IMSM has enabled Caprichem to continue with the best customer service, which is at the heart of Caprichem's business.

Please visit [www.caprichemonline.com](http://www.caprichemonline.com) for more information.

