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Mit der ISO-Zertifizierung weiter auf der Überholspur

Ein Unternehmen, drei Tochtergesellschaften und unzählige Möglichkeiten – so präsentiert sich die Ost-West-Cargo Holding GmbH heute nach mehr als zehn Jahren seit der Firmengründung. Den rasanten Aufstieg zur festen Branchengröße hat die konsequente Kundenorientierung ermöglicht.

Zwanzig Mitarbeiter in Stuttgart und vier Mitarbeiter in Litauen setzen sich dafür ein, Waren sowie Güter mittelständischer und großer Kunden schnell, einfach und sicher an ihr Ziel zu bringen. Ein ganz entscheidender Vorteil ergibt sich für die Kunden dabei aus der Struktur – denn die Ost-West Cargo Holding GmbH ist mit drei Tochtergesellschaften im innereuropäischen und osteuropäischen Raum aktiv. Dabei liegen die Kernkompetenzen im Verkehr von bzw. nach Osteuropa und den GUS-Staaten, sowie im westeuropäischen Raum die iberische Halbinsel und Frankreich.

Angeboten wird die gesamte Palette vom Transport über die Logistik bis hin zur Lagerung, Konfektionierung und Zollabwicklung.

Um den Betrieb weiter nach Vorne zu bringen, hat sich das Unternehmen für die ISO 9001:2008 Zertifizierung entschieden. „Wir haben immer wieder Kunden, die nach der ISO-Zertifizierung gefragt haben. Im Gefahrgutbereich ist eine Zertifizierung Voraussetzung, um Transportaufträge zu erhalten. Mit der Einführung der ISO 9001:2008 können wir die Ansprüche unserer Kunden noch besser erfüllen“, sagt Wilfried Schirmacher, Disponent für die Schweiz und Qualitätsmanagementbeauftragter.

Nach einem Besuch von IMSM Vertriebsleiter Herbert Baumann erfuhr Wilfried Schirmacher von der Möglichkeit der ISO-Zertifizierung mit Hilfe von IMSM. „Überzeugt hat uns die sehr gute Beratung von Herbert Baumann und die preisliche Gestaltung“, sagt Wilfried Schirmacher. „Vergleichsangebote haben uns nicht überzeugt, wichtig bei der Entscheidung war letztlich auch die räumliche Nähe zu Auditor Christian Tatzel“.

IMSM bietet die Leistungen zu einem festen Preis mit einem verbindlichen Zeitplan an. Die Durchführung und Auditierung erfolgt aus einer Hand. Dies kommt den Kunden bei der Zeit- und Budgetplanung sehr entgegen.

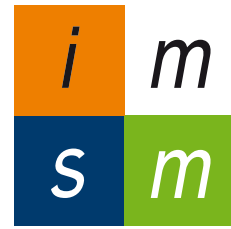
Mit Unterstützung von Christian Tatzel wurde das Unternehmen in knapp vier Monaten für die Zukunft fit gemacht. „In einer Spedition gibt es viele Formulare und Dokumente, beispielsweise unsere Telefon- und Besuchsberichte, Auftragsbestätigungen oder Frachtpapiere. Die Beschäftigung mit der ISO hat uns viele Optimierungspotentiale aufgezeigt. Die Hilfestellung von IMSM dabei war sehr gut. Es bestand zunächst Unsicherheit, was in das Qualitätsmanagementhandbuch aufgenommen werden muss und was nicht. Hier hat uns die Begleitung und kompetente Beratung durch Christian Tatzel sehr geholfen“, fasst Wilfried Schirmacher zusammen.

„Im Vertrieb unserer Leistungen werden wir unsere Kunden nun auf die erfolgreiche Zertifizierung hinweisen. Unsere Mitarbeiter wurden im Rahmen einer allgemeinen Qualitätsschulung eingewiesen. Durch Einzelschulungen wird jeder Mitarbeiter mit den Veränderungen an seinem Arbeitsplatz vertraut gemacht“, berichtet Wilfried Schirmacher über die Zukunftspläne des Unternehmens.

IMSM wird er gerne weiterempfehlen: „Die sehr guten Beratungsgespräche haben uns überzeugt“.

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Logic NDT Solutions Ltd

Providing inspection services for the Oil and Gas Industry, Logic has made great strides in positioning itself as one of the leading companies in Alberta. Following rapid growth, they have moved to a new location in Calgary as well as opening a new office in Nisku, Alberta.

The company prides itself on quality service and communication, both internally and externally, and continually look for ways to improve their working procedures to pro-actively find solutions for their clients' inspection and repair service needs. They make it a priority to meet industry standards and exceed client expectations.

Mr. Robert Gilmour, President, Mr. Mark Lous, Vice-President, and the team are not a team that sit on their laurels and believe ISO certification alone would increase Logic's edge over its competition. "It is difficult to argue figures that illustrate just what a positive impact ISO certification can have on the revenue line of our company".

For a man whose business is all about service, Mr. Gilmour obviously expects the same from others. So how did IMSM stack up? "I was 100% satisfied with the way we were guided to certification. The IMSM Assessor was totally objective and thoroughly professional. They made many, very helpful recommendations which helped us improve our internal processes and communications, not only within the company but with our clients. We would highly recommend IMSM to any company that wants to pursue ISO certification". The future certainly looks bright for the dynamic group from Logic NDT Solutions Ltd!



Custom Computer Cables of America (CCCoA)

This company, which has its headquarters in Garland, Texas, is a leading manufacturer of custom fibre optic and copper cable wire harnesses. It develops, manufactures, markets, and services wire and cable products for OEM, and distribution, telecommunication, defense, and commercial customers across the world.

Mr. Jay Chenault, CEO, explains that they needed to gain ISO 9001:2008, "to improve processes, to gain control over what we are doing and ensure that it is done correctly. Also, our customers require their suppliers to be ISO certified". He goes on to say: "Processes that we had always believed were in compliance with ISO are now certified to be just that. Continual use of these certified processes should continue our ability to increase customer satisfaction and company profitability".

IMSM became a tactical team member in the planning and execution of certification. Mr. Chenault explains: "Upon meeting with IMSM, ISO certification went very well and we

hit our due date of when we wanted to be certified - it only took 6 weeks". Discussions and planning sessions made the certification process easier and less time consuming. Mr. Brian Parker, Operations Manager, explains why they chose IMSM to guide them to certification: "IMSM stood out because of the value of what they had to offer, including the marketing and the training".

CCCoA became certified recently and believe the ISO will act as a prominent vehicle to drive their business forward in 2012.



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A2B Plastics

The company, based in Colwyn Bay, is a long-established firm making plastic injection moulding – their products are on everything from high street bins to camera cases.

When the recession hit they were forced to give up their BSI certification because of the costs involved. "Then we heard about ISO

9001 from information sent to us by IMSM" says Cath Brooksbank, Quality Manager. "It seemed the perfect step for us; we could be certified once again, but at about half the cost - and with IMSM, there is no on-going fee, other than a small fee for the annual audit".

IMSM made an initial visit, then organised for an Auditor to look at A2B Plastics' procedures manual and quality manual. Cath comments: "What I really liked about IMSM was that they worked with the processes we already had in place, rather than having to start all over again. Everything fitted around us, which made the whole process a lot easier. They also

provided us with training, to ensure we can remain compliant and are ready for our annual audit. In all, everything took about a month".

Cath concludes: "We want to show our customers and suppliers our commitment to quality. More importantly, some of our customers will only deal with companies which have certification, which ISO 9001 provides".



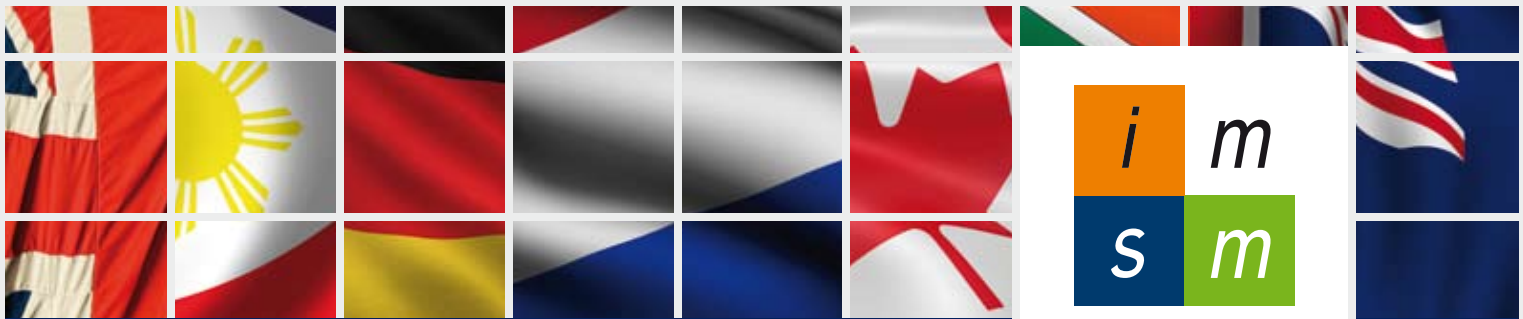
Altitude Scaffolding

David Fisher, founded the company in 1993 and provides scaffolding services both locally and nationwide from its Cape Town base. The company serves the events and construction industry and has worked on over 30 feature films.

David was partly persuaded to become ISO 9001 certified in order to ensure they were working to the industry best practice – but also for his own benefit: "In 2009, the company had hit a brick wall. I had no official business training but I wanted to know how best to lead Altitude Scaffolding".

David believed that the ISO 9001 certification would benefit the company, making it more efficient and successful: "Going through the process took a long time, and it certainly wasn't easy, but our IMSM Consultant was very patient and guided us through everything".

The ISO 9001 has improved the day-to-day running of the company in a tangible way: "Before, things used to fall by the wayside but now, with the right procedures in place, they can't".



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Fibre King Plc Ltd

One of Australia's most prominent packaging machinery manufacturers, Fibre King, produces end-of-line packaging machines to a range of different industries in both the domestic and international markets.

It decided to become ISO 9001 certified on the back of a major review and assessment of its quality management systems at its Brisbane head office. Operations Manager, Suren Moodley recalls: "We had an IMSM representative work with us through the process not only with guidance but valuable insights and suggestions".

Employees generally found the procedure easier than expected once they grasped the methodology. Earle Roberts, CEO, said: "With an 85 year engineering history, our internal processes and systems were extremely well developed. As a result of this, compliance with ISO 9001 was not an onerous undertaking".

Earle Roberts comments: "As a preferred supplier to many large corporations globally, it was important that we devoted the resources to gaining the certification... we are proud of this achievement".

Global Quartz Tech



Global Quartz Tech is een jong en dynamisch bedrijf welke is opgericht in 2005, nadat "Heraeus Quarzglas" (multinational) de Nederlandse vestiging in 2005 sloot. Wij timmeren hard aan de weg en mogen inmiddels diverse voormalige Heraeus werknemers tot ons personeelsbestand rekenen.

Wij leveren tafel- en machinewerk van diverse aard.

Hiervoor gebruiken wij hoogwaardige materialen (Heraeus materiaal). Tevens kunnen wij Heraeus-materiaal als basismateriaal leveren aan derden.

Onze medewerkers hebben in het verleden bij Heraeus producten gemaakt voor diverse grote bedrijven, waaronder Philips en ASM.

Wij werken o.a voor halfgeleider industrie, laboratoria, petro- en chemische industrie, universiteiten, enz.

"Wij besloten tot certificering over te gaan

omdat onze klanten vooral daarom vroegen. Omdat we al volgens een bepaalde systeem werkten, en dus bijna alles op orde hadden, kon het ISO-systeem makkelijk worden geïmplementeerd. IMSM werd door een partnerbedrijf QCS aan ons geadviseerd".

"Wij hebben de ISO 9001: 2008 in het jaar 2008 geïmplementeerd en hebben daarna geen enkele klacht van klanten ontvangen, en dat willen we zo houden"

In de toekomst hopen we deze klanten te behouden en natuurlijk meer klanten te verwelkomen, aldus Ben Konins van Global Quartz Tech.

"Our goal is to provide high purity and quality quartz products for science, industrial and technology applications".

Omni Insurance Brokers

Part of the international Omni Insurance Group, this company is a 'one stop' broker offering a comprehensive range of personal, commercial and industrial insurance products and services. It now offers over 3000 policies with over 30 major local and international insurance companies.

CEO, Mr. John Young explains: "Within the company, different departments had different ways of doing things. We were in the process of implementing standard procedures internally

but something happened that made us think again. We missed out on some major contracts, not because we weren't competitive but because we weren't ISO certified".

Mr. Young believes that going through the process of becoming ISO 9001 certified was worth every bit of the time and effort, and was invaluable in helping their employees take the time to consider what they were doing and why: "We dismantled everything and then put it back together again. It was a tough

process, but the results have been incredible".

IMSM walked them through the entire procedure and Mr. Young was impressed with their openness about what the process would entail, honesty in relaying what was lacking and helpfulness in showing how things could improve. Today, the company enjoys a new level of standardisation and efficiency in its procedures and are confident that they won't miss out on any more multinational deals.