

impact

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iso specialists

Issue 75 - 10 Year Anniversary USA Edition

A decade of making a difference

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Welcome to the special 10 Year Anniversary Edition. This impact showcases a selection of our long standing clients in the USA.



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A manufacturer of precision components sees great improvements in internal systems.



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Compressor specialist appreciates ongoing support and business benefits.



Mobile Instrument Service & Repair Inc.

This company, which has quadrupled in size over the last 13 years, provides surgical instrument repairs for hospitals across the 50 US States. Many are carried out on-site, others at the state-of-the-art repair facility, before being delivered back to the hospital. The company initially sought-out certification in order to keep an edge in their industry.

Kelley Hooper, Human Resource Director, said that achieving ISO 9001:2008 certification has made an incalculable difference to the company and that, "although the impact is difficult to measure in dollars, we have innumerable requests for bids that simply wouldn't exist if it weren't for the certification".

Kelley stumbled across IMSM in 1999 just as she was embarking on the certification process. She admits: "At the time, I was really intimidated by the whole thing, but when IMSM came on board, they guided me through every aspect, helping me to know exactly what I should do. They simplified a horrendously daunting process".

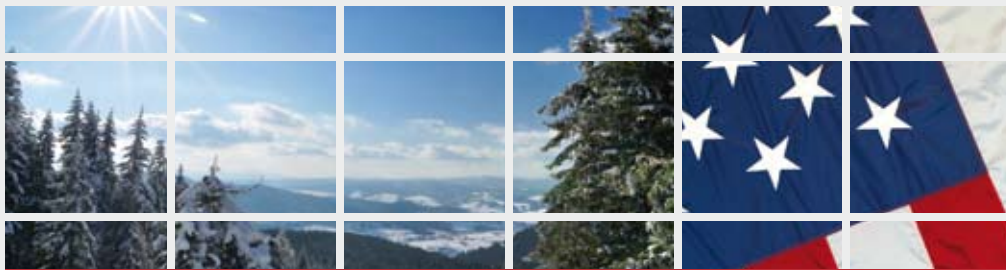
Kelley's biggest fear was having to write work instructions for over 200 jobs but

IMSM lightened the burden by creating a complete set of manuals for her. She says: "The whole certification process was complete in just 90 days. IMSM were a huge help, and delivered exactly what they promised".

Without a doubt, the ISO 9001 certification has given the company multiple direct benefits: "We couldn't even calculate the value of the business that we would lose now [if we didn't have it]," says Kelley, "It could potentially be millions of dollars". The company was recently honored by the Premier Healthcare Alliance with the sixth annual Pinnacle in recognition of their outstanding management and commitment to performance improvement.



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Fibre Materials Corporation

Established in 1962, the company specializes in producing customized die-stamps for a wide range of materials including laminate, canvas, glass, boards, nylon, Teflon and rubber, and is the United States' premier plastic washer manufacturer.

In the 1990s, global manufacturers in this industry started to appreciate the value of ISO 9001 certification and keen not to lose out to the competition, Fibre Materials Corp. decided that they would also pursue it. Company President, Brian Grossberg, recalls that obtaining the certification was more of a challenge than he anticipated, mostly due to the extensive record-keeping involved: "Sometimes we kept more records of things than was needed and at other times, fewer. We were pleased to have IMSM's expertise in order to help us see how we needed to change".



He says that it has also made a perceivable difference to everyday procedures: "It makes us as a company more aware of the things we need to do in order to continually improve. This includes basic internal communication, material flow and customer contact records".

In light of the recession, Brian finds certification invaluable: "The certification is just as important today as it was the day we obtained it. We've found that it really helps us to identify where we can save money. The initial investment is completely justified considering the cost benefits it brings later down the line".



The Dayton Heat & Treating Company

A family business for almost 100 years, this company specializes in work for the machine tool and mining sectors. The Wright brothers were one of its first customers and over the years it has evolved alongside the aircraft and related machine tool industries, now employing over 75 people on a facility of approximately 300,000 square feet just off the interstate in Dayton, Ohio.

ISO 9001 certification was received in 2002 on the back of urgent requests from prominent customers, and since then IMSM has helped the company through each of its yearly audits and is always on hand to provide assistance, feedback and support where necessary. Michael Swank, Quality Manager, confides that today, since most of its customers in the machining industry demand it, being certified is a must.

Michael is clear about the difference the ISO standard has made and the benefits it has yielded. He is convinced that it provides an invaluable means of improving efficiency and helps to clean up the documentation and paper flow internally. He says: "From both a marketing and practical point of view, the ISO certification is a good thing to have, and something that allows us to maintain the highest level of customer satisfaction. It holds the company accountable to a certain standard and ensures that it is always competitive. ISO 9001 certainly keeps us in the game!".



CS Business Systems Inc.

Having just celebrated its 30th birthday and with a turnover reaching \$55 million, this company has established its place as a major provider of computer hardware and Information Technology services. Its success has come from delivering long-term cost savings and maintaining quality relationships with a wide range of customers across different market sectors.

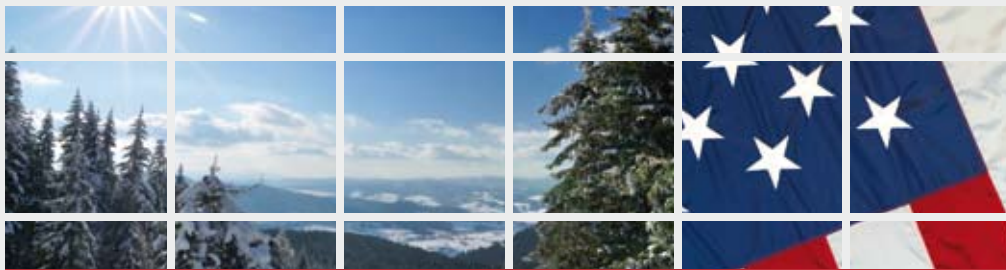
Despite difficult times, the company has managed to weather the storm and believes its core strength lies in its employees. ISO 9001 was achieved in 2001 following enquiries from clients. IMSM played a key role in providing the company with help, support and information, not only obtaining the certification but also maintaining the standard for the past 10 years.

Senior Account Manager and Vendor Relations Manager, Kevin Peterson believes that

certification has helped with nurturing and developing vendor relationships: "In the 1990s we could've said we had over 800 vendors we work with, now it is 400 or fewer, in part from the standards we set through our ISOs. Our focus is on quality, and now we have a more clearly defined set of guidelines on how to handle things and how to improve so that things run more smoothly and efficiently".

Kevin believes "without a doubt" that the ISO 9001 certification has made his company more competitive: "I would say that if by chance we decided not to do this anymore and were to discontinue the ISO certification, more than a few of our clients would have an issue with doing business with us. Undeniably, ISO 9001 delivers great benefits to both us and to our customers".





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Kenlee Precision Corporation

Since its establishment in 1969, this Baltimore based company has manufactured and customized precision components and assemblies for an impressively broad customer base, which includes numerous Fortune 500 companies in the medical, semiconductor, military and electronic industries. Now with annual sales of around \$20 million and 125 employees, it prides itself on being "quality minded and service oriented".

When clients began to request that it became ISO 9001 certified in the early 1990s, the company was more than willing to invest the time and finances necessary to meet that demand. Quality Manager, Lee Westerman said that largely through IMSM's assistance, acquiring the ISO was relatively straightforward and that clear,

easy-to-follow steps were set out for the company to meet the standard. Today, the same system is in place, and it works well.

Lee said: "People see the certificate and pre-approve you without any problems" and he believes that it has played an important part in maintaining business through tough economic times. "We've kept busy where other shops have fallen off," Lee explained, "They were smaller, and didn't see the added benefit of the ISO. Now, they are no longer in business."

The company is looking forward to growing and changing to meet new challenges for both current and future customers. The certificate is available directly from the company website to show the standard is in place and always current.



Ideal Precision Meter Inc.

This leading global manufacturer and calibrator of various types of Meter Measurement has been an approved supplier to the United States Government for 74 years and supplies over 100,000 meters for the US Army, Navy, Air Force, Coast Guard, and Marine Corps, and for NATO forces all over the world.

The decision to acquire ISO 9001 was triggered as the company anticipated customer enquiry into their certification status, and it embarked on the process to remain one step ahead of consumer expectation. Mohammed El-Rafai, President, believes that the ISO certification definitely makes a big difference to the company internally, giving it greater consistency and a firmer foundation, providing invaluable training and establishing the most efficient procedures.

Mohammad says: "The ISO 9001 requirements took a while for us to get our heads around but IMSM assisted us through the process". Becoming qualified involved unique procedures because, as a US government military supplier, the company was subject to other strict guidelines but the IMSM team double checked that all procedures were compliant with both the ISO 9001 and the US Government Military requirements.

Mohammad says that although company growth has slowed, it is optimistic about future expansion, particularly in the government sector. He believes that ISO certification has helped his company to retain a competitive edge and deliver their policy of always "doing something extra" for their customers and shows that they take quality management seriously.

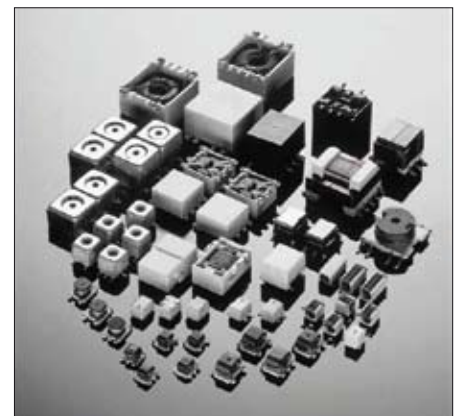
Sprague Goodman

Sprague Goodman is a recognized leader in the global Trimmer Capacitor industry for RF and Microwave applications, manufacturing and distributing quality products to a wide range of industries including communication, military and medical. It prides itself on reaching its goal of consistently delivering high-quality, customized results in sophisticated projects within a short time frame.

The company obtained ISO 9001 certification in 1999, initially on the back of customer enquiry and request. Chief Engineer and

Quality Manager, Robert Blau recalls that the original process was "less painful" than he expected and that IMSM were extremely helpful in working with their existing systems and procedures, in order to integrate the additional requirements as seamlessly as possible.

Being ISO 9001 certified has undoubtedly increased client confidence, Robert believes: "The fact that we are certified means we have more customers who will buy from us", he says, "If we lost our certification, we would lose customers, no question about it".





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ASAP Compressors

This national leader specializes in the remanufacture of air conditioning and refrigeration compressors. Initially a sales-only firm, the desire to control and improve product quality led to the company opening its own remanufacturing facility and today has a presence in Baltimore and Providence Forge. Despite the economic downturn, the company has managed to maintain sales by offering its customers better quality products and a consistently high-level service. At first, ASAP was put off pursuing ISO 9001 certification because of the costs involved. Arthur Smith, President for the Baltimore company, was involved with the decision process to move forward: "... the IMSM Consultant

presented the program during our convention, and he priced the certification process where we felt we could afford to embark on it". Convinced of its worth, Arthur was pleasantly surprised with how straightforward the process was: "It wasn't very difficult, and the IMSM advisors were a big help walking us through the procedures". Arthur believes the program imposes a more systematic and deliberate approach that yields results: "Knowing that we will have someone looking over our shoulder, so to speak, causes us to try and stay on top of things that may otherwise be pushed aside due to the pressures of just getting the job done".

Ford Regulator Valve Corporation

Originally started by a first cousin of Henry Ford in the middle of Manhattan in 1889, this company manufactures and distributes precision Regular Valves, largely to plumbing supply companies. From its three sites in New York, New Jersey and Florida, it has built up an enviable reputation for producing high-quality, reliable and durable products. The company has been particularly careful to reduce waste. Michael Puzzulo, President and Owner says, "We have to be careful about what we keep on the shelves and how to manage the business during the downturn". In 2001, with the help of IMSM, Ford Regulator achieved ISO 9001 certification. Puzzulo says that it forces the small company

to maintain a high level of quality and ensure it always reaches both internal and industry standards: "It gives the customer confidence that we have all the right processes in place. When they open the box, they know exactly what product they're getting, and they can be sure it's going to work". Michael is reassured by the fact their IMSM Consultant is always on-hand to offer advice and assistance and he concludes: "There is huge benefit to being ISO certified and maintaining the quality control. It provides the guidelines we need to ensure that we always strive to be better, more efficient and more economical. And indeed, it forces us to become these things, because we know that we're going to be inspected every year. Having that prospect looming over us provides a great positive incentive!".

Power Resources International

As a leader in providing control and automation solutions to the New York area, PRI's engineers and software developers supply and implement customized solutions for a range of industries, always ensuring it meets customer expectation 100%. Now nearing its 20-year anniversary, the company has gained expertise in areas including computational science and engineering for aspects of natural science and energy, and 3D MRI and CT scans. It is currently contributing to a large team working to retransform the New York City subway system destroyed during the 9/11 attack. The company understands the need for consistent quality and standardized systems and achieved the ISO 9001:2008 certification in 1999. "We were not forced to do it, but everyone understands and knows it is proof that we have a quality system in place."

said Erik Camilleri, QA Manager. He also comments that one big advantage of the ISO certification is that it requires just one annual audit, arranged directly with IMSM, and eliminates the need for other individual audits, saving a great deal of time and resources. Erik believes that certification can bring small companies up to a higher level by ensuring its systems and procedures always reach its quality goals and safeguards its professional reputation. Erik recalls that the initial certification process brought up some challenges, one of the largest being the change in employee mindsets and not just procedures: "It was a matter of documenting what you do and doing what you say", he observes: "once we achieved that, it was not too difficult to maintain".

