



Issue 109 - Illinois



Grow your business with ISO

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Cole Wire & Cable Co., Inc., located in Lincolnshire, Illinois, are value-added suppliers of wire and cable. Ever since Shel Cole founded the company in 1979, Cole Wire's continued commitment to providing superior customer service and high-quality products has earned them a reputation as leading distributors, covering virtually all types of electrical and electronic wire and cable.

The company first looked into becoming ISO 9001 certified as a means of demonstrating that they have a quality management system (QMS) in place. According to Leo Cole, Owner of the company, the implementation of a QMS was a prerequisite for many clients, including OEMs. "Having ISO certification fulfills that need and makes filling out their quality control reports as easy as writing ISO 9001:2015", Leo added, "Stating that we are ISO certified instantly makes us a viable supplier to these customers."

IMS was selected to assist Cole Wire in attaining ISO 9001 certification, providing services such as gap analysis, the production of necessary ISO documentation, along with general advice and information on



how best to implement and maintain the standard. Originally certified to ISO 9001:2008, IMS has since helped Cole Wire transition to the revised ISO 9001:2015 version.

Regarding the re-certification process and annual audits, Leo explained, "It has become more fluid every year as we grow increasingly accustomed to the process and know what is required. Now, after preparations, we find it goes very smoothly." Maintaining their QMS to the highest standard means regularly reviewing and improving their processes or, as Leo puts it, "It is an ongoing process. We are working on it all year."

When asked if they'd experienced any benefits in gaining their ISO 9001 certification, Leo explained,

"We like the benefit of having procedures written out, and being certified forces us to do some things we might otherwise overlook, like customer surveys, approved vendor lists, or documenting maintenance on our equipment. I recommend going through the process. It has been very helpful to our growth and efficiencies."

Many companies have agreed that becoming ISO certified has helped them better understand their processes, both internally and externally. The certification process actively promotes involvement from an organization's top management, granting all levels of staff further insight into how their company operates on a day-to-day basis.

colewire.com



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Metal Ceramics - providing customers with the best solution

Metal Ceramics, Inc., based in Bensenville, Illinois, provides the manufacture and supply of powdered metal products. The company produces a wide variety of powdered metal components on presses ranging from 2 tons to 330 tons, and volumes from 1,000 to 12,000,000 sq. ft..

Founded in 1951 as the John Skach Tool Co., Metal Ceramics has since evolved into a full line services company providing design, engineering, tooling, and production services for a wide range of industries. The business prides itself on innovative, early product life-cycle design ideas geared towards reducing costs and improving performance.

The organization first started looking into certification as a means of improving product quality, thus reducing waste-related costs, and delivering on their commitment to providing the "best solution" to their customers. IMSM was selected to provide ISO 9001 consulting services, including gap analysis, production of necessary ISO documentation, and to provide general advice and information regarding the standard.

Metal Ceramics has been working with IMSM for the past 10 years, during which time IMSM has helped the company transition from ISO 9001:2008 to the revised ISO 9001:2015: a process that took just 2 months to complete.

When asked if they'd experienced any benefits since gaining their ISO certification, George Wolf, the company's President, said "IMSM was extremely helpful in navigating this, as well as formatting our Quality Management System. They also provided assistance during our initial audit for ongoing improvement".

George has said that they plan on sticking with IMSM, stating "They have been an excellent guide to improving our operations".

metalceramics.com

About IMSM

IMSM, founded in 1994, are leading ISO specialists. We deliver high-quality ISO consultancy services and standards to organizations of all sizes, from all sectors, all over the world.

Our Assessors are always on hand to assist companies with any queries they may have regarding the process, and we provide Internal Auditor Training for organizations wishing to maintain their ISO standards to the highest level.

IMSM have been awarded Recognized for Excellence 5* for the second time running, as a result of our on-going commitment to business excellence and quality, the highest an organization can achieve. The European Foundation for Quality Management (EFQM) awarded IMSM the Recognized for Excellence 4* for the first time back in 2010 and IMSM has continued to improve over the last eight years.

Internationally acknowledged as a mark of excellence and quality, this reinforces IMSM's continual commitment to the achievement and delivery of a first class service, every time.

www.imsm.com



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Going the distance with Marathon



Marathon Manufacturing are specialists in custom injection molding. From their facility in Addison, Illinois, the company provides services to a wide range of industries. Services include product design, tooling, molding, secondary operations, decorating, assembly and packaging.

Understanding the need to create and maintain strong customer relationships, the company first looked into becoming certified as a means of improving product quality, through streamlining and documenting their policies and

procedures. Recognizing the impact that the quality of their work has on their customers, implementing a Quality Management System quickly became a priority.

IMSM was selected to help implement an ISO 9001 Quality Management system within the company. IMSM provide ISO consultancy services including gap analysis, production of relevant ISO documentation, along with advice and training to help businesses best manage and maintain their Quality Management Systems to the highest level, internally.

By all accounts, the work has paid off! Since becoming certified, not only has the company's customer base grown, they've also improved their retention rate with current customers. What's more, according to Mary Hall, the company's Quality Manager, Marathon Manufacturing's rejection rate has dropped to less than 1%!

marathonmolding.com



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Continual improvement with ISO



Engineered Components Company, located in Elgin, Illinois, is a distributor of threaded and non-threaded fasteners throughout the USA. The company also offers a range of in-plant material management and vendor managed inventory programs. Established in 1983, the business now maintains the industry's largest catalogue of high-quality fastener products.

Deciding to become ISO certified for the benefit of their customers, Engineered Components sought out the help of IMSM to make their certification a reality. Ed Gillard, Quality Manager, was responsible for coordinating the implementation process within the company. "It started off being a bit difficult but

once the understanding kicked in, it became less complicated", he admitted. With the help of IMSM's consultants, the business has now been certified for 17 years.

According to Ed, becoming ISO certified has helped the business grow. As with many companies, ISO 9001 certification has opened the door to new business, providing potential clients with proof of the organization's commitment to quality. As a testament to that commitment, Engineered Components Company has experienced continued growth over the years, winning over clients with both their innovative design and customer-driven service.

engcomponents.com

ISO 9001 Quality Management

ISO 9001 is the ultimate global benchmark for quality management. It is a critical tool for boosting your company's success, profitability and market potential.

ISO 9001 details the steps necessary to adopt a Quality Management System (QMS), designed to help organizations ensure they meet the needs and expectations of both customers and other interested parties.

By streamlining internal processes according to industry best practice, you can increase profitability and customer satisfaction, all while reducing costs, both in time and money.

ISO 9001 can be applied to any type or size of organization, from small family businesses, to multinational corporations, to government institutions.