



# IMPACT

ISO 9001

Emery Engineering Pty Ltd is focused on service. After their commencement in 2002, they have gone from strength to strength as they have built a skilled team of tradesmen that excel in the field of plant maintenance. Their focus on delivering outstanding solutions and service to clients has set them apart from competitors. Building working relationships that spread into the future through continued support and development is the Emery stamp of quality – ‘its all about the service’.

With the principle in mind of customer satisfaction and improvement, it was only logical that they would value ISO and everything that it represents. It has enabled Emery to have “continuous improvement” as they are able to “monitor all areas of the business and improve efficiency”. This mentality has ensured that gaining ISO 9001 has supported Emery to “improve systems, company image and customer satisfaction”.

“We highly recommend the services of IMSM and we are delighted with the services that they provide. They are easy to work with, flexible and highly knowledgeable - a great company to deal with”.

Justine Knight - Accounts/Office Manager, found that working with their IMSM Assessor ensured a smooth approach to implementing ISO that was “thorough and convenient with implementation conducted onsite”.

IMSM ensures consistency and high quality service for each company. Justine Knight has worked with their assigned Assessor for years which has ensured they have received excellent, punctual service that provides “sound advice and recommendations for continual improvement”.

