



# IMPACT

ISO 9001

Founded in 1996, Mark One Group provides a robust single-origin manufacturing solution by making high-quality, engineered metal and plastic components and assemblies to major OEMs throughout the world. Mark One Group are known for considering a products entire ecosystem - from design, to manufacturing, to storage, to delivery and every stop in between. Want a solution? Well, Mark One Group can manufacture one.

Speaking with Abraham Kramer, the company's Program and ISO Manager, he explained why they were initially looking at achieving ISO 9001 certification, "We wanted to better control the quality of our products and our services to our great customers, so we felt that being fully certified in ISO 9001:2015 was the best way to accomplish this and hold ourselves accountable to our customers".

Having now decided to set their sights on the Quality Management ISO, the question that remained was, 'How are we going to do this and with who?'. But once they noticed the "Growth of the company, differing industries of customers, positive reviews and testimonials of IMSM", IMSM was an obvious choice.

Mark One Group took five months to become fully ISO 9001 certified. Reflecting on their time with their dedicated assessor, Abraham said, "Our assessor is the best! HIGHLY recommend. Knowledgeable, helpful, friendly, and will go out of his way to be of assistance." And our Area Manager was "Very helpful and responsive to any/all questions or concerns we had throughout the process. Before, during, and since."

The most straightforward way to know the value of working with IMSM is to ask a customer. Mark One

Group are quite clear that "It would have been extremely difficult (to implement ISO without IMSM), if not impossible." IMSM's road mapped approach ensures a smooth process with no surprises.

"IMSM is an extremely helpful, knowledgeable, responsive company that made the process more than smooth and easy, and I will and have recommended them to any/all companies looking to get ISO certified. They make the process easy and stress-free!"

Now that the manufacturing company has acquired their certification, they have quickly noticed the benefits it is already yielding. We have found there is "More organization, better tracking, more accountability, better systems and overall higher morale by employees." In terms of ISO, you get out of it what you put into it. Like any good investment, it takes time and commitment, but will be completely worth it in the end!"

**MARK ONE**  
MANUFACTURING

