

impact

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Open doors to a different level of customer



With so many different facilities and requirements both in the US and around the world, obtaining ISO 9001 & OHSAS 18001 certification has provided specialized quality control solutions throughout this giant company.

Namasco is the US division of German steel company, Kloeckner & Co, which is the largest independent producer-distributor of multiple metal in the combined European and North American markets. IMSM certified Namasco's Southern California location, to ISO 9001 and OHSAS 18001.

Namasco had previously not experienced any pressing need for certification, but all this changed when it acquired Angeles Steel Services. As a result of the merge, Namasco was required to embark on a specialized manufacturing program, ASME Pressure Vessel. Now, they needed to move forward with the ISO 9001 and OHSAS 18001.

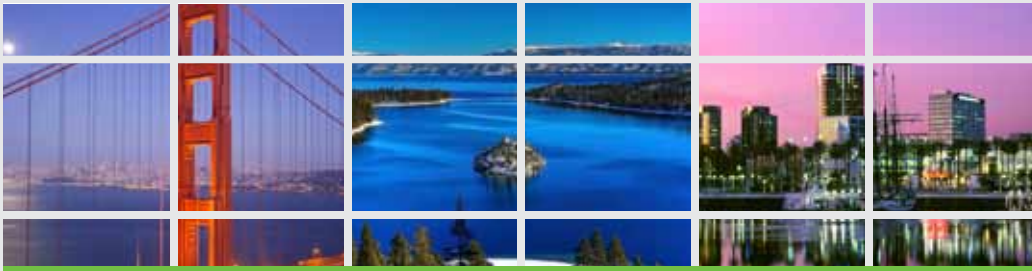
As Namasco's Quality Manager Russell

Johnson explains, the merge also led to a shift in customer expectation: 'We began selling to a different level of customer, and our clients often require documentation of our continuous improvement process and the quality focus associated with the standards.' Russell explains that Angeles Steel Services was originally ISO certified through IMSM, but had allowed their certification to lapse, so the Santa Fe Springs Division of Namasco opted to use IMSM to re-certify their organization this year.

At the time of certification, Russell said there were ongoing projects at the company that required an ISO standard, so there was little time to implement the program. It was also

a priority to fulfill the requirements quickly to avoid a lag in production. IMSM helped Namasco to obtain ISO 9001 & OHSAS 18001 as efficiently as possible by completing a gap analysis and providing precise and professional direction.

The dual certification of both ISO 9001 & OHSAS 18001 sets Namasco apart. Although the company initially embarked on the certification process to meet requirement, Russell has found that ISO 9001 & OHSAS 18001 'creates pride for employees, and is a viable tool for the managers and supervisors.' It is also a practical marketing tool that Russell believes 'opens doors and creates opportunities with customers'.



Singing from the same hymn sheet

Innovative Engineering Solutions is a full-service engineering company that design, analyze, fabricate and test unique product solutions, working directly for companies such as Boeing, Lockheed Martin and NASA.

Quality Manager, David Kerner explained that as the company expanded, customers began to request and demand the ISO stamp of approval.

David had undergone the experience of becoming ISO 9001 certified with his previous employer, Lockheed Martin: 'Whether it's company-wide or just for individual departments, the procedure is the same, it doesn't really vary', he says.

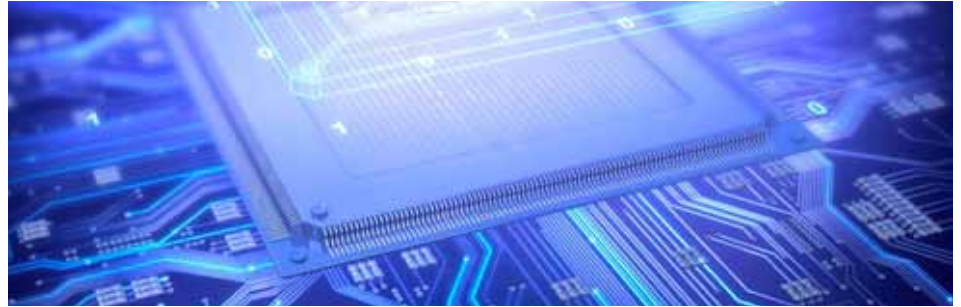


'Because of my previous experience, I was responsible for writing the process instructions that guide our day-to-day activities here. IMSM offered to take this on, but we decided we wanted to take responsibility for it ourselves.'

David recalls the process: 'it took about 9 months. The certification process was very straightforward. It was like a pyramid, founded on definite principles which, once in place, provided clear guidance for every other aspect.'

David is looking forward to seeing the changes the ISO will bring to the company's internal processes: 'It's going to get everyone working from the same page'. Prior to the ISO, most information was communicated verbally, leaving plenty of opportunity for miscommunication: 'We're already seeing that the ISO is providing us with much-needed consistency.' David is looking forward to seeing the fruits of a newly-organized system where 'everyone is singing from the same hymn sheet.'

Bolster your reputation in a challenging economy



Appleton Electronics is an independent distributor of semiconductors and all types of electronic component.

Being in a cyclical, ever-changing industry, Appleton Electronics has learned how to maximize opportunity during good times and maintain profitability during the bad, focusing on maximizing employee skill sets and maintaining a loyal customer base while constantly seeking out new customers.

Understanding the importance of maintaining a high level of quality in both procedures and products, Appleton Electronics became compliant to AS 9120 and gained ISO 9001 certification. Tom Appleton, President and CEO, said that many of its customers won't consider approving a vendor without it. Having the standard has opened doors for the company, as well as assuring existing customers of its commitment to continual improvement.

Tom says that working with IMSM was a consistently positive experience: 'IMSM remained our advocate throughout the process and took the necessary time to understand our business and assist in documenting our quality management system and procedures to assure certification after first audit.'

The AS 9120 compliance and ISO 9001 certificate acts as an invaluable marketing tool for the company: 'In this challenging economy, we understand that any edge that we can maintain over our competition will make a dramatic difference. We feel that the standards will complement our reputation for providing quality electronic components and world-class customer service.'

Safe from risk and threat

The West Wireless Health Institute is a leading provider of affordable healthcare. IT Director, Charles Benson says that obtaining ISO 9001 & ISO 27001 certification was a priority as it deals with confidential medical records. 'The ISO certifications were broader than existing federal regulations, so it is best way for us to ensure that we were conforming to everything. Opting to exceed requirement gave us greater security and assurance that we were always legal and above-board. Safeguarding our reputation is of prime importance.'

The certification process was relatively simple, according to Charles. He was impressed with the dedication and attention of the IMSM staff: 'We had good level settings with IMSM, we felt like we were their only client at the time.'

'Internally, the executive team is very happy to know that our risk and liability is reduced', Charles observes: 'If there were ever a breach of information, we are in a very defensible position. The ISO reduces risk, as well as giving us assurance that we can defend ourselves in a legal action.'