



Issue 104 - Australia Edition

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ISO certifications improve internal processes

Closed Loop is an Australian company with more than 13 years of experience providing comprehensive environmental solutions across industries including aviation, hospitality and health.

Based in Australia, New Zealand and the United Kingdom, Closed Loop builds strong partnerships with clients to design, deliver, communicate and measure bespoke waste management solutions that provide the best possible economic, social and environmental outcomes.

Closed Loop felt ISO 9001, ISO 14001 and BS OHSAS 18001 certifications were the most aligned with their business and provided the best functional benefits. Closed Loop Solutions chose to start the certification process with IMSM and were glad they did! Zoe Ditchburn, Company Secretary, states, "The process with IMSM was surprisingly fuss and stress free. They took the enormity of the process and replaced it with step by step instructions and insight as to how to apply it to our business."

Now ISO certified to all three standards, Closed Loop are looking forward to the future.

"Since achieving ISO Certification, it has given us opportunities to improve and provided us with the transparency and accountability to make the necessary changes/improvements. The Site Services division in particular benefited from the ISO certification as they respond to many tenders and can now tick the box that provides comfort to both parties."

Closed Loop found the process to ISO certification a smooth and well planned process. The journey to certification from start to finish took approximately 12 months to complete. When asked how they found working with IMSM, Zoe recalls.

"We had attempted to take on ISO Certification on our own previously and it seemed like an unattainable goal! I admit I was sceptical, but when IMSM's ISO specialist explained how it worked I couldn't have been proven more wrong! IMSM created an easy process for us."

www.imsm.com

ISO certification opens new business opportunities

Established in 1996 following the acquisition of City Elevator. Thyssenkrupp installs, maintains and modernises elevators and escalators in Australia. Whether building a new state-of-the-art system or modernising an existing one, their products deliver crucial energy and time efficiencies.

Thyssenkrupp contacted IMSM to begin the process to ISO 9001, ISO 14001 and BS OHSAS 18001 certification. The three management systems are similar in structure, so the processes can be synced seamlessly into a business. ISO 9001 is a quality management system designed to boost a company's success, profitability and market potential. ISO 14001 is an environmental management system that uses a continuous improvement approach in achieving and demonstrating environmental performance. Finally BS OHSAS is a British Standard, rather than an ISO and is designed to work alongside health and safety legislations.

IMSM worked closely with Thyssenkrupp to achieve ISO certification, supporting them with a designated auditor to answer any queries they had along the way. After 6 months the process was complete and Thyssenkrupp successfully achieved their ISO certifications. With the new systems firmly embedded into the business they are looking forward to expanding their



client base. Chris Heenan, Company Auditor, said, "We chose to be certified, as it allowed Thyssenkrupp Elevator to tender for government projects at all levels."

The journey to certification from start to finish took approximately 6 months. Throughout the process ThyssenKrupp felt supported by IMSM, Chris commented:

"Both IMSM and the auditors have always been available to us whenever we required their assistance during the ISO certification process."

Thyssenkrupp are now looking forward to the future and seeing the benefits ISO certification will bring. If you think your company would benefit from achieving ISO certification, talk to us and we'll be happy to help you.

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ISO lifts company profile



Down Under Enterprises provide Australian essential oils across the Americas and around the world. They are committed to meeting customer requirements and strive to exceed their expectations. Great quality has always been at the centre of their business and Down Under Enterprises knew achieving a PAS99 integrated management systems (ISO 9001, ISO 14001 and OHSAS 18001) certification would enhance their company profile and help them to continuously develop their customer experience.

Down Under Enterprises came to IMSM after looking for an ISO consultancy that could understand their small business needs and assist them in the process to achieve ISO certification. Juliet Jacobsen, Logistics & Quality Manager, recalled the process of working with IMSM:

"IMSM supported us throughout the certification process providing guidance, feedback and templates which made what we thought was going to be a daunting task, actually, turn out to be a pleasant

experience. The fixed fee policy and progress payment option was a factor in our decision as well."

Since achieving PAS99 certification Down Under Enterprises have witnessed improvements within their own internal processes and are now accessing new markets overseas.

"Achieving ISO certification has certainly lifted our company profile, especially when attracting new markets overseas. During customer audits we are able to provide them with the necessary documentation and we have been highly commended for returning customer audits in a professional and satisfactory way."

From the first consultation the process took around 9 months to complete. Juliet finishes by saying:

"I would like to add that the staff in the Sydney office are helpful, warm and friendly. I am happy to be associated with IMSM."

IMSM works towards a common goal to consistently deliver our clients with world class ISO consultation. Operating within a fixed fee structure, we work with organisations to deliver a low risk, hassle free process to ISO certification.



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IMSM Limited

The company

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

As an organisation we work towards a common goal: to consistently deliver to our client's world class ISO consultation, reinforced by adherence to our IMSM Mission, Vision and Values.

Awards

IMSM received recognition as a CSR World Leader in honour of their appreciation and commitment to the Corporate Social Responsibility Program.

The European foundation for Quality Management (EFQM) awarded IMSM 'Recognised for Excellence 5*' as a result of on-going commitment to business excellence and quality.

Living and breathing standards means we focus on our customers and how we can offer great customer service.

Introduction to ISO

Who is ISO?

The International Organization for Standardization (ISO) is a global, non-governmental standard-setting body composed of representatives from various national Standards Organisations. Found in 1947 and based in Geneva, Switzerland, ISO brings together experts to share knowledge and develop market relevant International Standards that support innovation and provide solutions to global challenges.

What does ISO do?

Each standard will go through a rigorous implementation process involving six separate stages prior to publication. Each stage involves a lengthy review process by national bodies, this is to ensure that once the decision has been made to publish - all affiliated national bodies are in approval of the standard in question.

What are standards?

International Standards make things work. They give world-class specifications for products, services and systems, to ensure quality, safety and efficiency. They are instrumental in facilitating international trade.

Why do they exist?

Standards make a positive contribution to world trade, the spread of knowledge and aid in the dissemination of advances in technology as well as sharing good management and conformity assessment practices.