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Continual improvement with CRC



CRC Inc., based in Santa Clara, specializes in the design, manufacture, servicing and testing of semiconductor equipment. Established in 2002, CRC is the world's leading independent expert on wafer pedestal technology, servicing the requirements of companies like Samsung and Texas Instruments.

Innovation has always been at the fore-front of CRC's approach to business. Servicing semiconductors from a wide range of companies, each with their own methods and ideas, has granted the team valuable insight into what works and what doesn't. By acknowledging these common problems, and working to resolve them, CRC has been able to continuously improve their products over time.

According to Woody Chapman, Director of Operations, the company

chose to become ISO certified following requests from some of their clients. As is often the case, especially in highly-technical sectors, customers need proof that the products and services provided by companies are of a consistent quality. For CRC, that proof came in the form of ISO 9001.

ISO 9001 Quality Management provides the framework for an effective quality management system (QMS). By streamlining processes according to industry best practice, and implementing a culture of continual improvement within your organization, ISO 9001 provides the tools to not only meet, but exceed customer expectations.

IMS M was selected to provide the consultancy services required to make CRC's ISO 9001 certification a reality. When asked how the implementation process with IMS M went, Woody said, "The process was

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straightforward and easy to follow. IMS M helped with the building of our quality manual and procedures."

"All through the process and subsequent annual audits the IMS M team have been very helpful. They truly are working to help our company maintain registration and not here to find fault. They are looking for compliance to the standard and help us all along the way."

Woody Chapman, Director of Operations

When asked if CRC had experienced any benefits since achieving their ISO 9001 certification, Woody added, "We now have a well-defined system that our people follow. The ISO process is fully integrated within our daily process flows."



www.crcinc.us



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Apollo - Securing tenders with ISO



Apollo Security, Inc., based in Newport Beach, performs the design, manufacture and supply

of electronic security systems, both standard and bespoke. The company is an established leader in the access control security industry, providing superior hardware products supported by innovative software solutions.

According to William Lorber, Vice President of Sales and Marketing, the company first looked into becoming ISO 9001 certified as a means of ensuring consistent product quality. "We wanted to improve our product quality and realized this was an important step to ensure the consistency of our products." William continues, "ISO certification was, and still is, a requirement for large-scale high-security projects we are involved with throughout the world."

In order to obtain their ISO standard, Apollo Security enlisted the help of IMSM to provide consultancy services, including a gap analysis, management system documentation, advice and training. The implementation process took ten months from start to finish.

When asked how the implementation process with IMSM went, William said, "We had been attempting to achieve ISO certification on our own for four frustrating years prior to IMSM's involvement. With the assistance and guidance of IMSM, we were able to achieve ISO certification in less than one year."

Since becoming certified, Apollo Security have benefited from better documentation and overall management of their internal processes, allowing the team to review and improve many of their procedures. Furthermore, in line with ISO 9001's focus on continual improvement, William added, "This process and these improvements will continue as we continue to review our operations and customers' inputs."

apollo-security.com



Sun Fast International, LLC, based in Brea, is a supplier of customized components, sub-assemblies and associated products for the automotive, construction, electronics, toy manufacturing and telecommunications industries. Founded in 1983, Sun Fast provides the US market with high-quality fasteners, along with numerous value-added services.

Sun Fast began looking into becoming ISO certified as a means of meeting customer expectations. Many customers require that companies have a quality management system in place, in order to guarantee a level of consistent quality in the products or services provided.

IMSM was selected to help Sun Fast make their ISO 9001 certification a reality, providing consultancy services such as a gap analysis, creation of required documentation, and advice regarding the standard.

Since achieving their ISO 9001 certification, the company has experienced an increase in prospective clients. Customer growth and improved customer retention rates are both classic examples of benefits gained from ISO certification.

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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.

For more information, visit imsm.com.

Exceeding customer expectations



Established in 1968, Aztec Washer Company is a family owned corporation located in Poway. The company

specializes in the distribution and supply of specialty sealing hardware and flashing products, mainly to the construction industry. With over 40 years of experience, Aztec Washer has earned a reputation as a leader in its industry.

Driven by the desire for continuous self-improvement, Aztec Washer first sought to become ISO 9001 Quality Management certified in order to better understand, develop, monitor and improve internal processes. This, in turn, has helped the company develop lasting relationships with clients by both meeting and exceeding their expectations.

IMSM was selected to help Aztec implement the ISO 9001 standard, providing services such as a gap analysis, the production of necessary documentation, along with advice and training pertaining to the ISO 9001 standard. After just 6 months, Aztec had received their certificate, following an external audit by a third-party certification body.

When asked if they'd experienced any benefits since becoming certified, Farhad Noroozi, Aztec's Engineering Manager, said, "One of the great benefits is the fact that our customers are quite satisfied with our level of dedication to continuous process improvement and superior quality products and services."

"The experience with IMSM for the past several years has been quite good." Farhad added, "Their level of support and responsiveness is appreciated."

aztecwasher.com



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GET - Committed to quality



GET Engineering Corporation, located in El Cajon, is a complete design, engineering and manufacturing organization that provides engineering and design services, cable assemblies and manufacturing solutions for commercial, industrial and MIL-SPEC projects. GET Engineering is dedicated to providing the United States Department of Defence and its coalition forces the most cost-effective tactical communication products and solutions available.

GET Engineering first started looking into becoming ISO certified to satisfy the needs of its customers in the Defence Industry, as many of them

require that their suppliers have ISO 9001 Quality Management. Indeed, in many highly-technical sectors, companies won't even be considered without first having a quality management system (QMS) in place. This is especially the case in sectors where mistakes or faults can have far-reaching, potentially dangerous consequences.

ISO 9001 Quality Management provides companies access to these otherwise restricted markets, as it provides potential clients and business partners with proof of the organization's commitment to providing a consistent level of quality in both their products and services.

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IMSM was selected to help GET Engineering implement the ISO 9001 Quality Management standard, providing services such as a gap analysis, the production of necessary documentation, along with advice and training. Initially certified to ISO 9001:2008, IMSM have since helped GET transition over to the revised ISO 9001:2015 standard.

"The representative that helped us through the process was very easy to work with."

Leslie Adams, CEO

When asked if they had experienced any benefits since gaining their ISO certification, Leslie Adams, GET's CEO, said, "We are now certified to the latest standard, which allows our customers to feel more assured in our commitment to the quality of our products."

Regarding the implementation process with IMSM, Leslie added, "The process went pretty smoothly and the representative that helped us through the process was very easy to work with." The transition from ISO 9001:2008 to the ISO 9001:2015 standard took 5 months to complete.

getntds.com