



IMPACT

ISO 9001

3D Pattern & Mould Makers Ltd, founded in July 2000, quickly built a reputation for providing high quality moulds to precast and cast stone manufacturers nationwide. They are leaders within their industry in the manufacturing of moulds to service the precast industry, ranging from lintels and copings, street furniture, staircases, bridge and terrace units, ground beams and undertake numerous bespoke contracts. 3D have received national recognition for their work, being shortlisted for The 2019 Concrete Society Awards.

The 3 company Directors believe that their ISO 9001 provided the necessary structure as the business started to expand. The controls required within the ISO 9001 Quality Management Standard ensured that as 3D moved from a small to medium sized business, their processes were monitored and measured and were ultimately proved to be successful. Michael Armes, one of the company's founding Directors commented, "Having moved to larger premises it made good sense to review all of our processes to make sure that our day to day procedures were working efficiently and supported our staff. ISO 9001:2015 provides an internationally recognised framework for us to adopt a strong Quality Management System to maintain the high quality of moulds for our customers."

Michael found that ISO 9001 created the environment to build their company in a planned way so that it involved all staff, they could focus on individuals' roles and the overall company goals. He states, "Each member of senior management took this opportunity to thoroughly investigate where their role was going, and subsequently the company's, to ultimately grow and shape 3D's future."

"Along with my fellow Directors, Paul and Gary, we have found ISO 9001 to be invaluable in making sure the company is looking to exceed its goals and become industry leaders." Michael added that this focus on improvement has had the added benefit: "Shop floor staff are more invested in the business; they show increased care and take on responsibility for each machine/ tool they're using to craft their mould. From the top down within our business, ISO has helped bring cohesion and a sense of purpose."

Michael Armes chose to work with IMSM because they had "A strong track record of success." He states, "The first touch point was with our Area Manager who provided effective communication that guided 3D easily through the ISO implementation process."



**PATTERN & MOULD
MAKERS LTD**

Michael found working with IMSM made the complex simple as they use highly experienced Auditors. IMSM Auditors are used to working with small and medium sized businesses and ensuring the process is as smooth as possible. 3D's assigned IMSM Assessor ensured from his first GAP Analysis visit that the whole process was explained in a "Clear and concise manner; he was a patient assessor who quickly worked out how best to work well with each individual senior manager."

Asked whether 3D Pattern & Mould Makers would have been able to implement ISO 9001 themselves, Mr Armes replied "Very unlikely." The reason for this is simple: the expertise of an IRCA qualified assessor is invaluable. He said their Assessor "Supported everyone to fully understand what is required to achieve certification, whilst providing lots of guidance to enable us to better examine our QMS."

ISO 9001 ensures businesses can take on new challenges. Whether that is winning new tenders, entering new markets or producing new products or services. 3D Pattern & Mould Makers are looking to obtain the Fleet Operators Recognition Scheme (FORS) Silver Award before the end of the year. Michael believes this will be achievable due to "Implementing our ISO standard. Organisation is everything!"

