



IMPACT

ISO 9001

Active in Hong Kong since 2004, Astrid Electronics HK Limited has served countless mission critical clients in the region. They strive to provide the best and most reliable solution by adopting the latest technologies in the market, as well as sophisticated design and implementation by their professional team. Hong Kong is a small but energetic city, which provides Astrid HK with various challenging projects. This ensures their team is up to date on the latest changes within their industry, to implement critical backup power solutions and designs. Their team works on projects from transport, power plans, data centres and more.

Mr Andy Leung - Marketing Manager at Astrid Electronics HK Limited, wanted to be sure that Astrid HK was set up for growth in a more aggressive environment, "We needed a well-established management system in order to make sure that the services and products provided to our client are of a certain quality standard, and also internally a system that allows us to continuously improve with wellmaintained records as a part of the 'big data' to be used for upcoming business planning."

Mr Leung highlights IMSM's core values through a succinct appraisal of his experience, "Quality sincere service, superb guidance from the very helpful staff." IMSM's service was not surprising to Mr Leung as he chose to work with IMSM from a positive referral from within the industry.

ISO was implemented around some of the historical systems and processes that Astrid HK had in place, therefore "some major parts of the required documentation and records were well prepared for a few years, which saved us a lot of time, rather than having to create a documentation system from scratch. The other parts of the quality management system were implemented well, with the comprehensive guidance from the staff." When contact was made with IMSM, it took "around 4 months for the whole process, for our first year's certification."



The industry experience of their IRCA qualified assessor also added value on improved ways of operating, "discussions between us and the auditor also made us open our minds for some of the management processes that we find very useful and valuable to put into some of our cases or projects." When working with IMSM, you benefit from international best practice, as the IRCA qualified assessors are able to help you not to just get certified but build a stronger business.

The value of working with a dedicated assessor is in the knowledge and ease of working together, “the assessor’s tremendous understanding of different areas of the industry made the document assessment as well as other process assessments nice and easy.”

What most businesses want to know is what are the direct financial benefits. Astrid HK found that their ISO 9001 certification has enabled them to win “some major tenders in the region, which required our company to have the ISO 9001 certification as the first screening process requirement. Thus, the certification has actually opened more doors for business opportunities for us.”

