



IMPACT

ISO 9001

Derwent Valley Tooling Ltd are specialists in the provision of tooling manufacture and precision engineering services to customers across a broad range of industries. With 40 years of experience, they are experts from singular product developments, to prototypes and batch production runs - they can meet the strictest of customer requirements.

“ISO Standards are an essential element within our industry without which you are left weaker as a business.”

Initially, ISO 9001 was implemented without IMSM. They found the benefit of having ISO embedded by an assessor is that it's now “controlled and professional.”

“After looking at how much more in-depth and thorough IMSM are and indeed the stringent demands of our customers, we felt that we needed the reassurance that all our systems are working well and IMSM gives us that.”

The Directors, Lee Marsden and Steve Davis, are clear that ISO implementation requires expertise, “We are engineers who are very good at what we do. However, the creation and management of the quality systems is an area out of our expertise, IMSM fills that gap for us, which is very much valued.”

“We work in the end of engineering which demands high standards of precision in workmanship and a high degree of trust from our customers that we are going to deliver what we say in the manner that they expect. Many of our customers are Multi-National companies who have rigorous standards that we are expected to meet; one such standard is the ISO9001:2015 without which we cannot work alongside the

“We felt that having ISO9001:2015 would help us demonstrate our commitment to ensuring the highest standards of quality and control. Also, with our growing customer base, it gives them the confidence to trust in what we do during our relationships with them.”

ISO is complex, and finding the answers you need can be even more difficult, “ISO at times can be a little confusing, but with the support of IMSM any hurdles found are overcome.” Lee Marsden found the customer service element a central requirement because, “when we are unsure as to what to do IMSM offer advice and support.”



Working with their assigned assessor “offered us the support that we needed.” Lee Marsden found that their assessor was able to “make us feel at ease and continually guided us through the process.”

“Derwent Valley Tooling Ltd have gained work due to the reassurance that it gives our customers.”

To be competitive within your industry ISO is critical. Lee Marsden notes that “Moving forward I believe that from looking at the way our industry is developing we may need to get an environmental standard to be able to work with the companies that we do.” Awareness and focus on changing industry standards enable Derwent Valley Tooling to lead their industry as they embrace best practice. Lee Marsden also notes that ISO has impacted how Derwent Valley Tooling operates, “it has empowered us and improved the way we work even with non ISO processes.”



BENEFITS OF ISO 9001

The benefits of investing in a Quality Management System are vast and can be unique to your specific business, but could include:

- Improved processes and effectiveness
- Increased customer satisfaction
- Reduced operating costs
- Competitive advantage
- Improved stakeholder relationships
- International credentials
- External and internal recognition
- Improved staff morale
- Improved risk management