



# IMPACT

ISO 9001

Recliner Chairs & Beds Ltd was set up in 2019. With 50 years' experience in the industry prior to this, it is safe to say that they are used to success and what it takes to grow. Based in the UK, Recliner Chairs & Beds Ltd manufacturers bespoke products to the healthcare market, the end user, and a network of trade dealerships around the UK. With their British made products they will soon be looking at exporting to a global market.

Speaking to Samantha Langtree the company Director, she delves deeper into why ISO 9001 was their next step in improvement. "The more we worked within the healthcare market, the more we realised that ISO was something that needed to be looked at. It wasn't just a certificate that we'd achieve, it would be a working, practical process, that would assist us in growing the business."

Samantha found that instead of ISO feeling like you are jumping through hoops or it being difficult, they had an Area Manager that "works with you, holding your hand from start to finish." IMSM assign a dedicated Area Manager that is able to road map what implementation and certification will require, how long it could take and any other details required in the decision-making process to ensure complete support.

Samantha also found that their dedicated assessor that helps implement the ISO standard to be "really straightforward, very easy to work with. He was absolutely brilliant!" For Samantha, the expertise of IMSM ensured that within a month they had, "most of our procedures written down and put into flow charts." Any apprehension that was felt about having someone auditing the company, who was "untouchable and doesn't understand how a business is run" was

removed, it "was not like that at all. The assessor was very hands on, understanding and made the process very, very simple." IMSM Assessors have prior industry experience to ensure our clients work with professionals that really understand how businesses work - ensuring great feedback.

The benefits of ISO 9001, for Samantha, are that "it makes processes really effective, establishes any issues that you might have and ultimately makes them more efficient as a system." Auditing allows a company to review its processes for continuous improvement, as it ultimately highlights "any problems or items that could be benefited from." This also allows your business to look back, to report and trace, so that customers have, "faith that we are being checked and it's not just something we are paying for."

