



IMPACT

MULTI STANDARD

Pall-Ex Group is an award-winning network of hauliers comprising of two leading UK pallet networks and four subsidiary depots. Collectively owned by its UK network membership and senior management team, Pall-Ex is a renowned name in logistics, delivering an efficient and reliable service backed by innovative technology and a first-class network of established shareholder SMEs. With its headquarters and central UK hub located in the Midlands, Pall-Ex is the beating heart of the logistics industry, transporting more than 35,000 pallets across the globe every day with support from its carefully selected international logistics partners.

Pall-Ex is a leader within their industry, therefore it made sense that they became the first pallet network to receive ISO 9001:2015 in the UK. Their business can now, "demonstrate that Pall-Ex is the number one pallet network for quality. This also allows us extensive yearly external auditing by our certification provider against a measured standard."

Will Gardner, Head of QHSE & Operational Improvement chose to work with IMSM because of their "overall style and the way they talked about their services". This style is having one to one support from an Area Manager, which provides all the necessary detail needed when looking at implementing ISO. "David Coulter (Area Manager) is a credit to the IMSM business. He understands our needs and requirements and tailors solutions appropriately." This level of service is then translated into industry experience when assigned to a dedicated IRCA

qualified assessor. Will said their assessor Ian Farquharson: "is a man of detail and experience, and was invaluable in assisting us with our external systems audit last year and internal auditor training this year."

Implementing ISO can be complex and nuanced. Pall-Ex noted that, "the process is challenging. At the Central HUB we hold 9001, 14001 and 45001 but we also hold 9001 across our member depots which necessitates regular auditing by our Network Managers and then a sample yearly audit of a location by our external auditor." Without IMSM, "it would have been more challenging. Using IMSM has allowed us to ensure we are fully compliant with the standards." Will found working with IMSM is invaluable as a consultancy service due to greater "access to a broad range of consultants who assist us with ISO training and a systems audit prior to our yearly external audit. The knowledge their consultants and our Account Manager brings is invaluable to us."

"ISO allows us to work with some customers who require such certification. It also assists us at the Central HUB in our processes and procedures, particularly ISO 45001."

