

News

Meet Andrew Bedford

With a background in security, and in-depth experience in business process re-engineering, Andrew Bedford was recently appointed Business Development Manager, with special responsibility for the Information Security standard, ISO27001.



As he explained to Quest, until recently, this standard has been based on two parts, the International Standard ISO 17799, which outlines a code of practice, and British Standard BS 7799, which provides a framework which can be audited and certified. However, BS 7799 has now been withdrawn, and been replaced by the International Standard ISO27001. ISO 27002 will replace ISO17799 during 2006.

"As businesses become less paper based, and more information than ever is stored on computer systems, that information, is increasingly seen as an asset of the business, and needs to be protected. It is vital to find the right balance between giving authorised staff the tools and access needed to do the job, and ensuring that unauthorised access is prevented. I see it as a human problem, not an IT one. Whether in the service sector, where companies use IT systems to manage customer data, or manufacturing, where methodologies and supply chains are critical, there is a need to protect their intellectual property, and that is where a documented system of checks and balances is essential." Andrew explained. "Companies who contact us like the fact that we do the work in a fixed number of days, for a fixed fee, and keep disruption to a minimum. The model applied for more than 10 years to help businesses achieve other standards is very effective here".

Information security is not just Andrew's job; it is a private passion, too. Chartered Institute of Marketing qualified, he reads extensively about IT and current affairs, and particularly about how technology affects the way our lives are changing. Contact Andrew on 01666 826065 or email him Andrew.bedford@imsm.com to find out more about ISO27001 and 27002.

The Berlin Team



From the left: Peter Zunger, Reinhard Büchner, Karl-Heinz Ruff, Bernd Ostwald and team manager Peter Liebscher



New office in Philippines

IMSM has recently opened new offices in Makati City, Philippines. The Philippines, with a population of an estimate of 82.7 million (2004), is an important player in the ASEAN region. There are opportunities for UK business in a number of sectors, particularly in the development of infrastructure projects including power, transport, water, construction, oil and gas and environmental technology. Other expanding areas of business include agribusiness, education, financial services, healthcare, IT and electronics, education and training, and consumer goods.

The UK enjoys an excellent bilateral relationship with the Philippines and is an important business partner. The UK has been a significant investor in the Philippines over the past ten years (US\$17.2 billion), accounting for 6% and 32% of total direct and portfolio investments, respectively.

Commenting, Michael Bright, Managing Director said, "This development supports the company's strategic expansion in this valuable market place, and complements our existing offices in Australia and Malaysia".



EFQM update

Conference News: When QAS International and IMSM delegates Owen Wright and Wendy Mewis attended the EFQM Annual Conference in Cardiff recently, they heard that quality is becoming more important than ever in the work marketplace. With India producing some 600,000 IT graduates a year, and the acceleration in growth of the Chinese economy, it is no longer enough for the rest of the world to do what we have always done. By defining and using quality standards, European businesses can

demonstrate a clear competitive advantage. **Benchmarking workshop:** Wendy Mewis and Karen Ody from IMSM have attended a benchmarking workshop at EFQM headquarters in Brussels. "It helped us to see how to get the best out of the EFQM framework, and also built relationships with the people who work there. It was hard work but very rewarding - we will be putting lots of new ideas in place in the coming months." www.efqm.com



Success Story

The Imokilly People is the leading regional weekly newspaper in Ireland, serving the greater East Cork suburbs, with a circulation base extending to Dungarvan in West Waterford.

Speaking with Patrick O'Connor, Editor and Managing Director, it is evident that there is a strong business focus: **"At the Imokilly People, we have a Quality System and Customer Care Programme. All elements of this programme were devised from staff consultation, thus the business objectives set are taken on board by staff in all departments."**

Malvenia Harty, Training Manager and Lead Auditor takes up the story: **"The Imokilly People is recognised as a market leader. Our management structure is totally team focused, and we have now attained ISO 9001. However, our commitment to quality has been in place from early days. Now, we are earning the standards which reflect the company ethos"**.



Ahead, the Imokilly People is actively seeking ISO 14001 certification. As a news medium, they are conscious of the dual role that they have in regards to the environment as an efficient company and corporate leader. www.imokillypeople.ie



Sound business sense and vision

The Snelling Television Group was first established as a TV sales, hire and service business in Norwich in 1954. Today its specialist AV division, Snelling Business Systems, is the East of England's premier supplier of professional audio-visual solutions.

With a client base including Universities, City Colleges and District Councils, the company recognised the importance of gaining ISO 9001 and, guided by IMSM, achieved certification in Feb 2005. As Managing Director Toby Wise explains,

"Since implementing the ISO system, it has filled the gaps in our previous systems. More over, we now have our systems documented for the approval of potential clients. We also foresee an improvement to the efficiency of the company. Since starting the ISO system every process is organized and now every member of staff knows the official procedure for the completion of each job. All questions and concerns were answered during the preliminary meetings with IMSM; the whole process was walked through from start to finish." www.snellingbiz.com



A catalyst for growth

Based in Warwickshire, Ascentia designs, delivers and project manages highly effective Corporate Executive Coaching programmes for both individuals and teams within a wide range of organisations. Established in 2000, Ascentia's UK and European client base includes FTSE 100 and Fortune 500 companies as well as public sector institutions. Partner, Sandra Henson, told us: **"Ascentia already operated with a very high standard of integrity and commitment. The ISO9001 certification seemed a natural step, something that customers could see as an external confirmation of the commitment to quality."** The service received in the certification process from IMSM was professional,



fair and informative. The overall process took three months, was relatively painless and the recommendations made were intuitively incisive. There is a comfort level clients attain by seeing

that companies operate to ISO9001, and I am sure that many smaller growing companies would benefit by undertaking this process." www.ascentia.com

Quick Quotes Quick Quotes Quick Quotes



"After several meetings with IMSM's Assessor, the Quality Manual was prepared to our specification and it was correct in every aspect. I don't think I have ever worked with a company who prepared such a document correctly... the first time! The whole process took around four months to complete. We now have much better procedures in place for training new members of staff, giving them a clear picture on how everything works within the organisation. For us, the key benefit is that larger commercial organisations understand ISO certification and will now look at employing us whereas, before, they would not consider putting us on the tender list!" Lyndon Jones, @Cost Building Limited www.costbuilding.co.uk



"Many of our customers are Tier 1 and Tier 2 automotive suppliers. Consequently we have been asked more and more often whether we have ISO 9001:2000 certification. We saw ISO as an opportunity to gain a leg up on our competition. The ISO program gave Slide a reason for and a means to change our methods. We have used ISO as a tool to increase departmental communication and to enact

"Increased sales and decreased costs as a result of our ISO program."



procedural change in all departments from production to shipping to order processing. The ISO certificate has also opened sales doors. IMSM's ISO program was much faster than we expected, taking just six months from start to certificate. The program was also turnkey with very easy document preparation. Michael Muth, Sales Manager of Slide Products Inc, Wheeling, Illinois, USA www.slideproducts.com

"Like any business, offering a quality service to customers is important. But equally, the safety of our employees is a top priority. Another important reason was that it's a compulsory requirement with all the large construction services companies responsible for sub-contracting tree maintenance work along the country's highways and rail networks. We're now looking forward to the opportunity to tender for more of this kind of work and feel confident that ISO certification will help our business grow further." Nigel Robinson, Robinson's Tree Service [Email: robinsonstreeservice@btopenworld.com](mailto:robinsonstreeservice@btopenworld.com)

"The uniform standards of ISO enable us and our suppliers to align ourselves effectively to satisfy the needs of our ultimate customers. In today's market, we wouldn't even be considered as suppliers for aerospace products without this certification. Since achieving our ISO9001 certification, GRACE has been approved as a supplier for two prime contractors and we are continuing to expand our customer base." Rick Appio, Quality Manager, GRACE Electronics, New York, USA www.graceelectronics.com

