

Quest

FALL 2004



ISO CERTIFICATION LATEST

CANADA

IMSM continues to open up new markets



Since establishing itself in the UK, IMSM has grown steadily over the past 10 years and has built strong local networks in the USA, Canada, Australia and South Africa as well as throughout Europe. Following the company's rapid expansion in California, IMSM targeted Malaysia in the next stage of its global strategy, opening a new office in Kuala Lumpur in May of this year. IMSM Managing Director, Michael Bright told Quest, "IMSM are already well established in Canada and the United States and the company is keen to extend its business in the Pacific Rim region. As soon as I

arrived in Malaysia I could see that we could make a real difference for local companies and establish a successful business operation. With the support of the British Malaysian Chamber of Commerce, everything just seemed to fall into place. It soon became clear that a lot of Malaysian companies are looking to land contracts with the larger corporations. When I explained how obtaining ISO certification can help with winning those kinds of contracts then there was real interest in the support that we can provide." He continued, "We aim to recruit and train specialist advisors and assessors locally, just as we did in Canada."

To date, IMSM has helped 5,500 companies around the world achieve ISO 9001. No doubt the number of satisfied customers will continue to grow along with its worldwide presence.

Taking pride in the process



Ontor's Canadian corporate office and warehouse is a 30,000 square foot building located in Toronto, Ontario.



Ontor Limited is a privately owned business that was first established in 1948 selling products to Heating,

Ventilation and Air Conditioning manufacturers and wholesalers. The business thrived in the 70s and 80s and expanded into the world of Process Control. Later in 1979 it grew again forming what is now its Industrial Systems Division becoming a national distributor of factory automation and process control products for OEMs and end

users. Together the HVAC and ISD sales operations now employ more than 80 people nationwide, both at the 30,000 square foot corporate headquarters and warehouse in Toronto and eleven regional offices across Canada.

As a third generation family business Ontor prides itself on providing quality products together with excellent service and technical support. In 2004 the company secured its reputation for delivering the highest standards when it achieved ISO9001, guided by

IMSM. Ontor's President, Robert Elder, explains: "Our customers are looking for suppliers with ISO 9001 and we have found that it goes well with our company's mission, which is service and quality based."

"Prior to certification, we were quite concerned with the enormity of the project, especially regarding the cost in time and expenditure, but IMSM helped clear up our concerns and made us feel it was 'do-able'! Our appointed representative, David Anger, made us very comfortable and was accessible to answer all of our questions on an ongoing basis."

He continued, "Achieving ISO 9001 has helped pinpoint inefficiencies and given us a



Ontor's range of products includes integrated solutions for their customers applications.

framework and a structured approach to improve our processes, giving us more pride in what we do. So my advice to any other business considering certification would be, just commit. Get a good team together and do it!"

www.ontor.com

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Greater accuracy and control



Originally founded in the 1940s, Accurate Elastomer Products is one of the United States'

leading suppliers of small natural and synthetic rubber components. Serving original equipment manufacturers in the automotive, aerospace, electronics, toy, medical, defense and appliance industries, AEP's distribution network now stretches from coast to coast and beyond into Canada and Mexico.

For the past 50 years, the company has been headquartered in San Diego at an impressive 75,000 square foot facility complete with its own machining centre where AEP currently manufactures in excess of 20 million rubber components a month.

In 1999, acknowledging the need to assure customers of the



highest quality products, AEP began procedures to gain ISO 9001 – a big undertaking for a company of their size.

Damarie Rodriguez, the company's ISO Representative and HR Manager responsible for AEP's 70 employees, commented: "IMSM's Business Managers, Theresa Latosh and Sam Whiting, did everything possible to accommodate and

satisfy all our needs. They delivered a great service. The audit went smoothly and we were very pleased when the auditor found no non-conformances.

"For us, being part of ISO means that members of staff are more aware of their

responsibility in maintaining a high level of quality control. Since becoming ISO registered in 2001 we have seen improvements in our internal

procedures, especially in terms of traceability and documentation. Certification has helped us reassure customers of the high standard of our management system. As a result, we are now receiving more inquiries from the aerospace and automotive industries".

www.accurateelastomer.com

"As a result, we are now receiving more inquiries from the aerospace and automotive industries"



(From right) Richard Conner, President; Damarie Rodriguez, HR Manager; and José Martínez, Plant Manager of AEP in San Diego.

Racking up assurance



Founded in 1989, The Ken Kat Corporation is an experienced metal fabrication company

specializing in the design and manufacturing of metal racking and specialized reusable metal containers for major manufacturers in the automotive industry.

The company has a strong engineering department with high-level CAD skills. They have the ability in-house to translate CAD data from any program currently in use in the automotive industry. This means

they can quickly generate a concept for a specialty rack in 3D solids, enabling them to estimate an accurate cost of the rack early in the program. This capability has proven to be invaluable to customers throughout Ontario, Ohio and South Carolina.

At the company's base in Barrie, Ontario, over 45,000 square feet of manufacturing space and 3,000 square feet of office space are devoted to the design, engineering, prototyping, testing

"ISO certification is a requirement for suppliers to most of the key companies in our target market."

and production of quality products. In October 2003 The Ken Kat Corporation received ISO 9001 certification, reflecting its commitment to quality and to meeting the standards required by the major automotive manufacturers. President Brad Wagner told Quest, "ISO certification is a requirement for suppliers to most of the key companies in our target market. Implementation of a quality management system supports and facilitates our

goals of increased sales, productivity and customer satisfaction. In addition to giving us greater sales opportunities, it also makes our shop floor organization more streamlined and instills a higher degree of professionalism among The Ken Kat Corporation's 50 employees."

He added, "I was concerned that the company would become bogged down in endless meetings, forms and paperwork. Our representative from IMSM did an excellent job of working through the process with us. We were able to merge our current working system into the requirements of ISO while keeping the paperwork streamlined and manageable."



The Ken Kat Corporation, based in Ontario, specialize in the design and manufacture of metal racking and specialized metal containers

www.kenkat.com

Call IMSM for more information on certification - today.

A European network



Allied Telesyn International is one of the world's leading enterprise networking

organisations. Formed in 1987, this privately owned company is part of the Allied Telesyn Group, which has offices located in 60 countries and over 3,000 employees around the globe.

The group's purpose is to provide high quality end-to-end networking solutions that offer organisations of all sizes a trusted source for all their current and future

communication requirements. Today, ATI is the world's number one provider of affordable and highly reliable network solutions to both the enterprise sector and small/medium business segment. It boasts over one million customers worldwide.

Since October 2003, IMSM has helped bring added reassurance to customers throughout Europe by certifying five of the group's sales divisions for ISO 9001, including Allied Telesyn

**"it's important for us to meet ISO9001...
...as our customers are compelled to carry out supplier audits"**

International operations in the UK, Italy, Austria, France and Germany, as well as their shipping centre in Amsterdam.

IMSM has also guided the European Service

Logistic Centre in Swindon, Wiltshire, to certification, as Gary Cooper, International Service Logistic Director, told Quest: "As the repair centre, it's important for us to meet ISO9001 because more and more of our customers, as part of their quality programmes, are compelled to carry out

supplier audits. It's imperative for them to have repairs done to an acceptable standard. The fact that ISO9001 is acceptable internationally saves them an awful lot of time and money in carrying out the audits."

IMSM Managing Director Michael Bright commented, "For companies like Allied Telesyn which operate in a number of international markets, achieving the ISO standard across the organisation makes good business sense."

www.alliedtelesyn.com



A range of products from Allied Telesyn, who specialize in end to end connectivity, enterprise and operator networking solutions.

Uplifting quality



Founded in Chicago in 1957, Intrupa Manufacturing Company Holdings

(IMCH) has grown into

a leading manufacturer and wholesale distributor of replacement parts for materials handling equipment, with sales and distribution centers across the globe. Moving to its current headquarters in Grayslake, Illinois in 1985, IMCH today offers a single source supply for fork-lift trucks, personnel and burden carriers, and plant maintenance equipment throughout the USA.

To date, three of the Group's subsidiaries have been guided to ISO 9001 certification by IMSM.

The IMCH Reno Warehouse serving West Coast customers was the first to be certified by QAS in 2002, with MHS Automation (specializing in precision-engineered components) and CMC/EVC (manufacturing electrical contacts and electronic vehicle controls) following suit in 2003.

Joe Rollhauser, IMCH's Engineering and Quality Manager who was responsible for ISO implementation at all three facilities, told Quest: "We felt a need to document our quality processes for consistency

throughout the organization. We wanted a uniform process for handling quality related issues and customer satisfaction. Some of our

"...our level of service has improved in the eyes of many customers"



customers were asking about it. It was also important to stay ahead of the competition".

He continued to explain why it is important for the Group to maintain its ISO status:

"ISO 9001 certification is a driver for continuous improvement and provides to the employees a better understanding of what the goals and expectation are.

It has resulted in a higher level of pride and ownership of the work processes. By focusing on the elimination of the root causes of customer issues, our level of service has improved in the eyes of many customers".

www.intrupa.com
and
www.liftparts.com

Visit www.imsm.com to download more case studies...



First class treatment



Established in January 2001, Dakins Engineering Group Ltd is a

systems integrator and reseller of control equipment and instrumentation to the water and wastewater industries. Based in Mississauga, the company employs a dedicated team of nine highly trained people, all committed to providing municipalities and public utilities in the province of Ontario with first class consulting services and uncompromising support.

Recognizing the importance of having proper quality procedures in place in order to maintain organization as the business continues to grow, in the latter half of 2003 Dakins Engineering decided to go for ISO 9001 certification. Upon recommendation, they chose to

"...the main improvement since implementing the ISO process is the efficiency of the office"

be guided by IMSM and achieved their goal in March 2004.

Diane Beaulieu told Quest, "Initially we were a bit concerned about all the paperwork involved, having to use so many different forms, but our IMSM representative

assisted us every step of the way. And in fact, the main improvement we have noticed

since implementing the ISO process is the efficiency of the office, which was brought about from the paper trail that was created using the QMF forms."

She continued, "The service we received was very good and we wouldn't hesitate to recommend IMSM to any other company who is considering becoming ISO 9001 certified."

Email sales@dakins.ca



Dakins' President Karen Cellucci with Mibai Dude, Diane Beaulieu, Darren Koerber and Mike Teggart (left to right).

Quick Quotes



"IMSM offers a radically different approach. They are fast, efficient and provide a comprehensive service"

Mr Bouchinet, Director, Hitec. Champlan, France

"Supplying some of the UK's blue-chip manufacturing companies, we regarded it as important to assure them of our high standards of procedures and management."

John Ryland, Managing Director, REM Systems Gloucester, UK.

"The service was very efficient and helpful."

David Whaley, Sales Director, WMB Stainless Belfast, Northern Ireland.



A double feat



William Dunk Flooring was founded in Worcester in 1996 as part of the long established William

Dunk construction group. In 1998, William Dunk Ireland opened in Waterford City to meet the growing demand for specialized flooring for clients in Ireland. Today with an annual turnover of £2 million, the flooring division boasts an unparalleled track record in systems designed to meet the critical standards demanded where a clean, hygienic environment is required. Working in close partnership with their clients, the company produces a wide range of screeds, coatings and finishes for the Pharmaceutical, Healthcare, Microelectronics, Food, Automotive and Nuclear Industries.

In order to demonstrate that they operate a quality management

system, in December 2003, William Dunk Flooring achieved ISO9001:2000, which is a prerequisite for the high profile clients they undertake work for. Managing Director Mark Mackley told Quest: "William Dunk Flooring is a dynamic, proactive and profitable business. We have always used procedures

that are consistent with the values of our business, our people and our clients, but ISO9001:2000 ensures that we continually audit our systems and procedures, guaranteeing that the high levels of efficiency and service are maintained."

In July 2004, the company followed the successful implementation of ISO9001 by being awarded the environmental management standard, ISO14001. Tina Price, Office Manager, told Quest: "Just as ISO9001 confirms that we know how to manage our business, ISO14001 demonstrates to our Clients that we know how to manage the environment - an essential part



IMSM's Geoff Read presents the ISO14001 certificate to Tina Price.

of operating any business in today's market. The reduction and safe disposal of waste is a critical part of business in our market sector, which involves hazardous material."

In both cases, William Dunk Flooring was guided to ISO certification by IMSM. Tina told us, "Geoff Read, our IMSM auditor, was extremely helpful and always on hand to answer any questions. We were very impressed with the quality and the presentation of the manuals. We liked the fact that it was a consultative process."

www.williamdunk.co.uk

Exhibition dates...

14-15 October 2004

Springworld Chicago

20-27 October 2004

K2004 Dusseldorf

10-11 November 2004

Irish Water, Waste & Environment Dublin

10-12 January 2005

Pacific Design & Manufacturing Anaheim

1-3 February 2005

Logimat Stuttgart