

CASE STUDY

Quality Management Systems

Quality Certification Opens Doors for Manufacturer of Aquatic Testing Devices

BACKGROUND

Businesses go through an ISO quality management system (QMS) certification to develop best practices, optimize processes, improve customer satisfaction and grow their client base. As demand increases for QMS-certified products and processes, more companies are choosing to get certified, with more than a million accredited organizations worldwide at present.

BUSINESS CHALLENGESOLUTION AND RESULTS

INW, a provider of aquatic testing products, sought to put a QMS in place for the design, manufacturer, repair and rental of aquatic testing devices to drive a continuous improvement within the company and answer the demand from international customers. The manufacturer did not have an established QMS and needed to build an efficient and robust management system from the ground up.

SOLUTION AND RESULTS

Chris Waldorf, INW's Operations and QA Manager, worked with Clydesdale International, a consulting firm specializing in management systems, to develop the following QMS elements: required documented procedures, key components and processes, the organization's internal audit process, management review process and document control. Additionally, the consultant helped the company determine time frames or stage one audit (examination of the QMS to

determine its "certification readiness") and stage two audit (an actual certification process). It took INW about eight months to prepare for the certification. "As someone who has tried the full spectrum of approaches – from the do-it-yourself method by reading books and by going through pre-packaged forms from the ISO 9000 store to working with an average consultant and then working with an excellent consultant – I would highly recommend that anyone going through this the first time uses a top-notch consultant," said Waldorf.

After INW's QMS was ready for certification, TÜV Rheinland, a leading, independent provider of certification services, came onboard to tour the facility, interview employees and management and review the documentation. The entire process lasted about eight months from the moment INW first contacted TÜV Rheinland to when the certification was issued.

Heading into the certification process for the first time, Waldorf did not know what to expect. However, it turned out to be a good experience. "TÜV Rheinland was very helpful and professional and helped us get through the registration process," said Waldorf. "At the same time, the auditor was very conscientious about the standards and made us feel proud to have received the certification."

Months of hard work paid off for INW, which passed the audit without any non-conformances. With its ISO 9001 accreditation, the manufacturer now has a solid foundation for continuously improving its products and operations and has launched its international sales efforts. I enjoyed dealing with TÜV Rheinland," commented Waldorf. "The staff is very professional and smooth to work with. I'd certainly recommend TÜV Rheinland to other companies heading into the certification process."

TUV Rheinland North America
295 Foster Street #100
Littleton, MA 01460
Tel: 1-866-302-3941
info@tuv.com

www.tuv.com



TÜVRheinland®
Precisely Right.