



Issue 66 - South Africa



# Tangible improvements in day to day tasks



Altitude Scaffolding provides scaffolding services both locally and nationwide. Based in Cape Town, the company scaffolds for the events and construction industry and has worked on over 30 feature films in the past 10 -15 years. Expert scaffolder David Fisher founded the company in 1993.

David was partly persuaded to become ISO 9001 certified in order to ensure that everything Altitude Scaffolding did was aligned to the industry best practice. He was also motivated to acquire the qualification for his own benefit: 'In 2009, the company had hit a brick wall. I have had no official business training but I wanted to know how best to lead Altitude Scaffolding in the best possible way.'

David believed that the ISO 9001 certification would benefit the company, making it more efficient and successful:

'Going through the process took a long time, and it certainly wasn't easy, but our IMSM consultant was very patient and guided us through everything.'

The ISO 9001 has improved the day-to-day running of the company in a tangible way: 'Before, things used to fall by the wayside but now, with the right procedures in place, they can't. Personally, I have learnt a lot about the most effective way to do things. ISO 9001 is, I believe, becoming increasingly important in this industry.'

## Quoting to multinationals

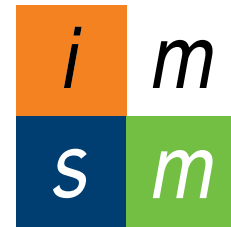
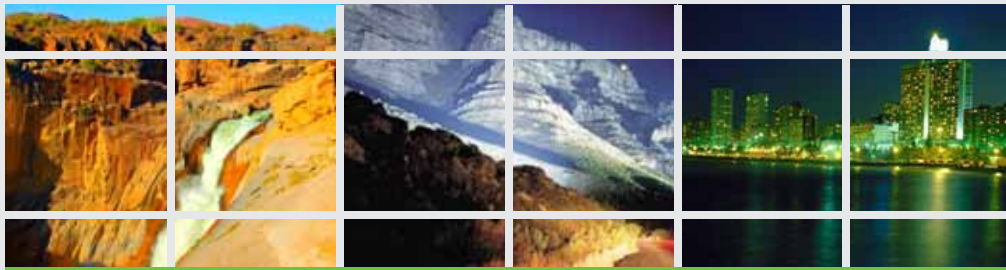
Servicing the industrial sector, Toga Engineering provides electrical and mechanical engineering, control and instrumentation and outsourcing services, as well as supplying electrical, mechanical and instrumentation spares. Toga Engineering has always focused on innovation and proven trusted technology. Founded in 1999, Toga Engineering aspires to become the preferred supplier in its target market.

Toga obtained an ISO 9001 Quality Management certification; the decision to pursue this qualification was triggered by the need for a structured system.



Mr. Garry Allsopp, Managing Director, recalls that the process of becoming ISO certified was, "Hard work but also rewarding; IMSM offered us great support in all areas - we found their input immensely useful."

Being ISO certified has led to many differences in the organisation. Mr. Allsopp explains, "From both an internal and a market perspective, we have achieved better control over our business". Having an internationally-recognised certification 'that needs no explaining' has also made Toga Engineering more competitive, and able to quote to multinationals.



### Implementing procedures to save time for the customer

Global Typing specialises in providing legal, accounting, and secretarial services to a host of different companies in the UK, including many 'magic circle' law firms, top-tier accountancy firms and the NHS.

Because it handles a large volume of sensitive information, Global Typing decided that obtaining ISO 27001 Information and Data Security would both develop existing information management and security procedures and bolster customer confidence.

*"Now that our procedures are collated and instantly accessible, we save ourselves, and our clients, a lot of time and energy."*

Director Jan Scholtz comments, "Our IMSM consultant was extremely helpful, always happy to advise and to hold our hand when necessary, but also willing to stand back and let us work things through ourselves".

Jan Scholtz believes that the ISO 27001 certificate has definitely improved internal processes, "It has enhanced the way we do things on a day-to-day basis by making our existing procedures more rigorous and effective, as well as improving client relations".

Before certification, Global Typing had to disclose every information security policy, "Explaining everything involved a lot of legwork. Now that our procedures are collated and instantly accessible, we save ourselves, and our clients, a lot of time and energy".

## Gain recognition both locally and internationally with ISO



H B Systems (Pty) is an electrical engineering and automation company located in Somerset West, Cape Town. The company was founded in 1995 and since then it has experienced significant growth and has established itself in the market as partners to industry.

In an effort to raise the level of its service and competitiveness during the economic downturn, company owner Mr. Helmut Bartens believed that it was necessary to formalise the company's daily activities and processes. It was at that time that H B Systems decided to set out to achieve the ISO 9001 Quality Management certification.

With the support of IMSM, the company achieved its goal and became certified. The benefits of ISO 9001 certification have been very tangible. Mr. Bartens comments, "It has helped us to tackle 'mistakes' and remedy some of them, as well as laying out tried-and-tested methods and processes that really benefit employees and brings a greater degree of repeatability." The ISO has earned H B Systems respect both locally and internationally, enabling them to compete for projects that were previously inaccessible.

### Raising the bar with clear targets and measures

Beekman Canopies is a global leader in the production and sale of fibre glass canopies and related products, mostly aimed at all ends of the light commercial vehicle market. Beekman has grown to a national level; it currently has 32 independent trading agents in South Africa and 8 fitment centres and agents in neighbouring countries.

Beekman pursued ISO 9001 Quality Management in order to add value to the business by consolidating its existing quality systems and procedures, and by improving customer relations. Managing

Director Mr. Kobus Stander comments, "Certification has enabled us to formalise, develop and enhance our processes for the benefit of both customer and employees."

IMSM helped Beekman Canopies to manage the certification process to benchmark and improve its business processes. The company became ISO 9001 certified and as a result, internal system and procedures are now more documented and defined. Mr. Stander comments, "Current and future employees now have clearer targets and measures. Things have improved for our customers too; certification enhances our credibility as well as raising the bar for the business, the industry and the customer."