



IMPACT

ISO 9001

AMS Limited was established in 2001 and is based in Sandbach, Cheshire. They serve the professional electronics assembly industry throughout the United Kingdom and Ireland and have built a strong reputation for the exceptional quality of service and support offered to their customers. They can advise on all aspects of electronics manufacture from the simplest soldering operation to the design of a complete manufacturing line, as all their representatives have a wealth of knowledge.

Debbie Davies-Booth is the Quality Manager at AMS Limited. She welcomed the rigour of the standards as it would highlight an already strong focus on procedures within the company "whilst AMS already had robust processes and procedures in place, we felt that achieving ISO 9001 status would help us focus on improving our overall business practices and assist us in retaining existing and obtaining future business by showing our commitment to our customers that we operate at the required industry standard."

The expertise of IMSM ensured that AMS Limited was supported throughout. For any IMSM project, customer service has not lost its meaning with each company's dedicated IRQA qualified Assessor, ensuring the process is as straight forward as possible, "Our Assessor took the time to understand our business fully, and provided guidance on what we needed to do to obtain certification. Nothing was too much trouble for him!" All in all, working with

IMSM was "organised and professional - who proved themselves from the initial contact to the achieving of the certification."

The work from start to finish took approximately 8 months to complete. When asked how IMSM helped speed up this process, Debbie Davies-Booth noted that, "it would have taken much longer to achieve the certification without the assistance of IMSM." Creation of documentation, training and liaising is road mapped to take the stress out of the process, "We felt we were supported all the way through the process until finally achieving certification of the standard."

What everyone wants to know is – what is the financial benefit? Debbie Davies-Booth was succinct and to the point "it increased business almost immediately." Additionally, this helped having certified systems in place as it "reduced time spent completing Quality questionnaires which are a requirement for many companies to be selected and qualified as a supplier."



Advanced Manufacturing Services Limited