



IMPACT

ISO 9001

You dream it, and we create it. Based in New Brunswick, Canada, Nate's Welding focuses on innovation and customer service. Nate's Welding can do everything from off-site fabrication to custom welding, structural steel, ornamental furniture and metalwork, as well as a range of finishes to ensure customer satisfaction. A focus on professionalism and turning peoples dreams into reality ensures that they stand behind their work, with customer satisfaction being their number one priority.

Nate, the company owner, chose to implement ISO 9001 to compete with companies from the USA, "We have our CWB certification but decided ISO may help increase business to compete with the USA companies who do installations in Canada. Although the contracts don't hinge on ISO, once they know we have ISO, you don't know how much it increases trust and therefore increases work." As the Atlantic Canada Opportunities Agency (ACOA) was providing a "75% grant," it was an easy choice to implement as "we didn't have to pay for it all!" Ensuring companies in their region are making the most of regional grants is important to IMSM, as ISO can support growth and innovation.

"We trusted that our Assessor wanted the best for our business - that was the main thing - he was not trying to implement a set of rules that somebody else made. Instead, he came and checked out our business to see what we are already doing and how ISO can be integrated best."

The best part of working with IMSM is the dedicated IRCA qualified Assessor who supports each business through ISO implementation, "Our Assessor was the very best. He educated us a lot throughout the process and did what he said he would do - as well as being very informative and helpful." Implementing ISO can seem daunting, and the real benefit of having an Assessor for many is how the stress is taken out of the process. They work with your business to wrap the ISO around systems you already have and expand on your strengths as a business, "A lot of ISO is about documenting what we already do. That is the most important aspect. I heard many things about ISO, and everyone says to make sure you are careful because you don't want a whole bunch of rules that you have to follow. IMSM figured out what we needed to fit our business, and that was critical."

It is this customized support and having a dedicated assessor that makes the difference. Many companies do not gain the benefits of ISO as it can seem too complex to go through. Make sure you don't miss out and engage a consultancy - because as Nate says, "I don't think I would have tried by myself - I am all for somebody who knows what they are doing coming in and making the process straightforward. I would rather count on their experience as I don't have time to learn how to implement ISO. If I did, you then don't know - I might get it, I might not get it - as we were new, you just don't know. IMSM makes it simple."