



# IMPACT

## MULTI STANDARD

Established in 1982, Essex Scientific Laboratory Supplies, also known as ESSLAB, are a leading independent company which supplies chromatography and liquid handling equipment, consumables, and calibration services across a wide range of industries. ESSLAB can supply the latest high-quality products representing the best value and choice to all their customers.



As ESSLAB deal heavily with those in the pharmaceutical and research industries, they found many of their customers required suppliers such as themselves to be ISO certified. As an additional benefit, ESSLAB felt they wanted to make their business practices more sustainable by implementing ISO 14001 and reducing their environmental impact, which was increasingly being seen as heavier in focus by suppliers.

Niamh Lundy, a sales administrator of ESSLAB also added getting ISO certified through IMSM did not take long, running up to around eight months, but implied that implementing the ISO standard could have been comfortably completed in 3 months without the unavoidable COVID-related delays.

Without IMSM to help with the certification process, ESSLAB claimed "it would have certainly taken a lot longer and would have been a far from efficient process" without IMSM's expertise and efficiency. Since implementing ISO 9001 and ISO 14001, ESSLAB has stated that the experience has "opened the door to work with many new companies and shows current and prospective customers that we care about the impact we have on the environment and making our business more sustainable".

Through working with IMSM to gain their certification, ESSLAB described their Assessor Chris as "very informative and provided all the information and tools we needed at every stage to close any gaps that arose". Furthermore, ESSLAB described the IMSM process as "a very streamlined and comprehensive package that allowed us to easily build upon our existing ISO 9001 certification. They were also very familiar with our business and operations, making this a very personable and efficient service."



ISO supports our company to:

- Make our business practices more sustainable and reduce our environmental impact
- Increase the number of companies interested in doing business with us
- Shows current and prospective customers that we care about the impact we have on the environment
- Improve efficiency and processes
- Increase customer satisfaction
- Gain a competitive advantage

*"The process was extremely painless, smooth and simply involved building on our current ISO 9001 framework."*

