



IMPACT

MULTI STANDARD

Devcos International is a family-owned cosmetics business with over 50 years of global experience delivering top-quality product and brand solutions to indie, private and multinational brands. Trusted by labels such as Priceline, Soft Services, Coles, Mecca and Rae Morris for their expertise in supporting brand owners and retailers in the health and beauty industry, Devcos provides cutting-edge technology in sourcing, formulation, packaging, branding, warehousing, and logistics of over 1000 different types of cosmetic products.

“Customer satisfaction is key to our business” says Louis Denton, the chief operating officer of Devcos International. “We always focus on delivering high standard quality products, and on achieving that in the competitive market, a Quality Management System (ISO 9001) plays a vital role in maintaining quality standards.”

With the global market changing its position on what businesses need to achieve regarding quality and sustainability, ISO 9001 Quality Management System and ISO 14001 Environmental Management System remain favourable and respectable choices when developing plans and steps to improve resource efficiency and compliance with environmental obligations.

Devcos International chose IMSM (International Management Systems Marketing) to help them “proactively work and support their customers to achieve sustainable and recyclable packaging.” As advocates of sustainability, resource efficiency, and their environmental impact on the planet, Devcos International pursued ISO 14001, which allowed them to establish an environmental management system enabling them to “list down the aspects that need attention on waste reduction and complying with environmental obligations”.

The complete implementation was all achieved within 4 months. With the help of area manager Peter Piercy, Devcos International and IMSM worked together to choose the correct standards for their business needs. Louis Denton, chief operations officer of Devcos International, gave his “thanks to Peter Piercy”, in which he stated his ability to “timely follow up and give detailed responses on each of our queries, giving us the confidence to proceed with IMSM”.



When asked how they found the implementation process with IMSM, Devcos International stated that “IMSM provided excellent support throughout the certification. Expert guidance helped us educate people internally, and the implementation process was smooth.”

Martin Andrew, IMSM's qualified assessor and auditor, was commended by Devcos International for providing “thorough knowledge and understanding of the implementation process step by step and discussing in detail how to utilize the standards according to our business.”

Since gaining their ISO 9001 and ISO 14001 certification, Devcos International have already seen changes within its business management system. These changes include seeing new business opportunities in line with customer requirements, and the level of confidence from their customers has improved greatly.

In terms of future hopes and goals, Devcos International are hoping that from gaining the ISO certification, they will continuously start to see benefits along their journey; these include:

- Implementation of quality processes and requirements, both internal and external
- Improvement of documentation practices throughout the project
- The ability to monitor the risks regularly and outline the steps taken to ensure there are no repetitive issues
- Providing customers with the regulatory perspective
- Encouraging waste reduction and supporting recyclable options
- An increase in focus on the use of available resources and the efficient service of it
- Expanding business opportunities and at the same time managing the costs

