

## Background Information





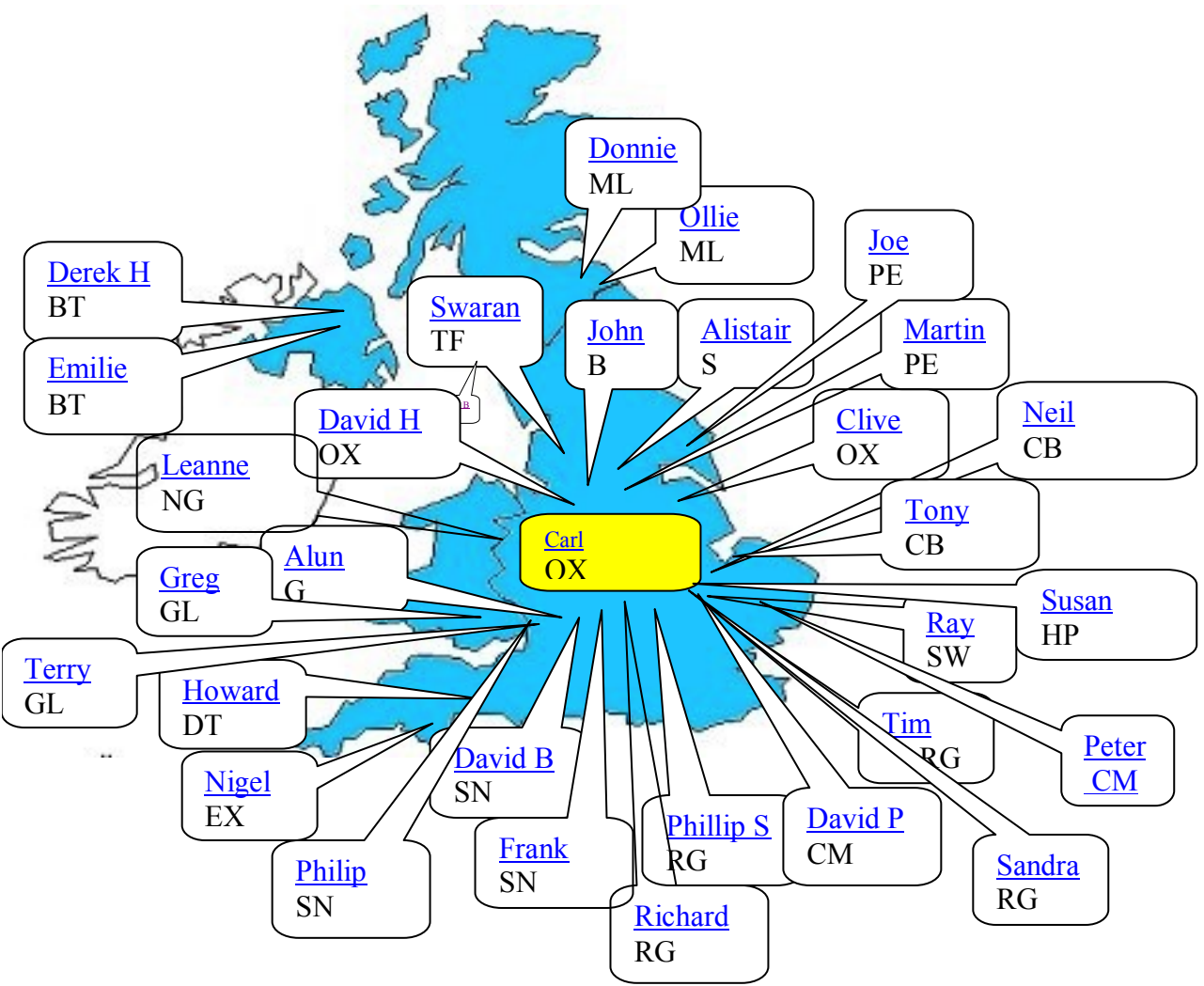
- Consortium of over 20 experienced consultants
- National coverage
- Running for over 17 years
- 100% success rate of certifications and accreditations achieved first time
  
- Carl Kruger – Director – co-ordinates projects
  
- Attitude: We do what it takes to achieve “good and happy” certification
  
- Approach: Flexible - wealth of experience on which to draw but each project is unique
  
- Key team creation allows for cost-effective national coverage



“Quality as Standard”



# Spread over UK



“Quality as Standard”

# Experience

- Highly experienced Senior Consultant team
- Cover wide range of ISO and other standards including:
  - ISO 9001 Quality, ISO 14001 Environment,
  - OHSAS 18001 Occupational H&S
  - ISO 17025 Laboratory Competence
  - AS 9100 Aviation, Space and Defence
  - TS 16949 Automotive
  - ISO 27001 Data Security
  - and others...
- Over 17 years' operational experience with each Qualitator having own experience in addition
- Used to handling start-ups to multi-site operations
- Qualitators based around the UK and can also operate internationally

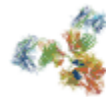


# Experience

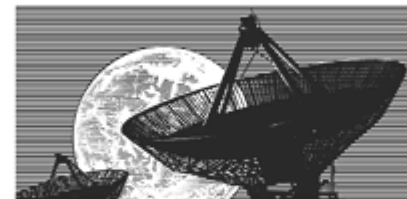


thomas franks

*'fresher food, fresher thinking'*



**Ludger** Specialists in biopharmaceutical glycoprofiling



SATLINK LTD



# OXFORD BEARINGS LIMITED

— Industrial Supply Specialists —



# Testimonials

- “ISO9001: Qualitation are the only company I would invite through the door to ensure you hit all the targets and gain the clever insight into the breadth of achievement that can be accomplished with the right people alongside.” **NHIP**
- “It is rare that you encounter businesses with such simple, robust and friendly service. You have been successful in my preference not only because of your fees which were very approachable for a small-medium business such as ours, but for the speed and flexibility that you have dealt with my initial enquiry.” **IP Acoustics**
- “The auditor was impressed with how prepared we were and advised that this was the first instance she had seen in 2 years where there had not been a single non-conformance at either the stage 1 or stage 2 audits.” **Wolfram**
- “I am of the opinion that without the support of Qualitation, we would probably not have achieved the accreditation within our required timeframe and recognise the valuable help we have received from your organization in achieving our objectives.” **Air Tanker**

# Testimonials

- “On behalf of BH Blackmore Limited I would like to take this opportunity to convey my sincere thanks to you for guiding us on the way to achieving our ISO 9001 status. Having worked closely with you for the past six months it is now extremely apparent how important it was for us to have the support and experience you have in quality management within our engineering sector.” **BH Blackmore**
- “During the next ISO inspection following Qualitation’s work, the UKAS assessor said our procedure manual was one of the best they’d ever seen. That whole assessment went exceptionally well and I was extremely happy. The Qualitator was clearly eminently qualified. Carl showed wonderful capability in matching us together. From the outset the Qualitator picked up on all my pointers of what I wanted and was very keen to make the process as smooth as possible. I was very impressed with the speed in which she worked in turning documents around.”  
**Control Plant**
- “In addition to a fair price and specifically relevant expertise, there’s also something more behind why we liked working with Qualitation and chose them ahead of 6 other potential suppliers who we also looked at. I believe there’s been a good personal chemistry between us. We liked them because they engaged with us quickly and efficiently, and we formed a very good working relationship.”  
**Portsmouth Water**

# Testimonials

- “A big thank you to your team at Qualitation who were excellent in the work they did to get us through our ISO 9001 certification. Qualitation made the whole project easy – we could not have done it without you. I will not hesitate to use or recommend your services in the future.” **Improved Piping Products International**
- “The Qualitator's knowledge and understanding of the standard is second to none, in addition he has countless practical examples of how to interpret each section. He helped both me and my colleagues at junior and senior levels to initially respond to the audit findings but then formulate and create a robust, practicable, auditable management system. The marked improvement was noted by UKAS auditors during the September Audit and has been recognised by our customers.” **Morgan Composites & Defence**
- “Your knowledge, advice and quick responses were invaluable in creating a tailor made system to meet our business needs – this was particularly impressive given the very short turnaround of our project from grass roots implementation to successful accreditation. I am delighted you worked with us on this project and would not hesitate in recommending you to any company seeking a highly experienced quality business development professional.” **Wireless Measurements**

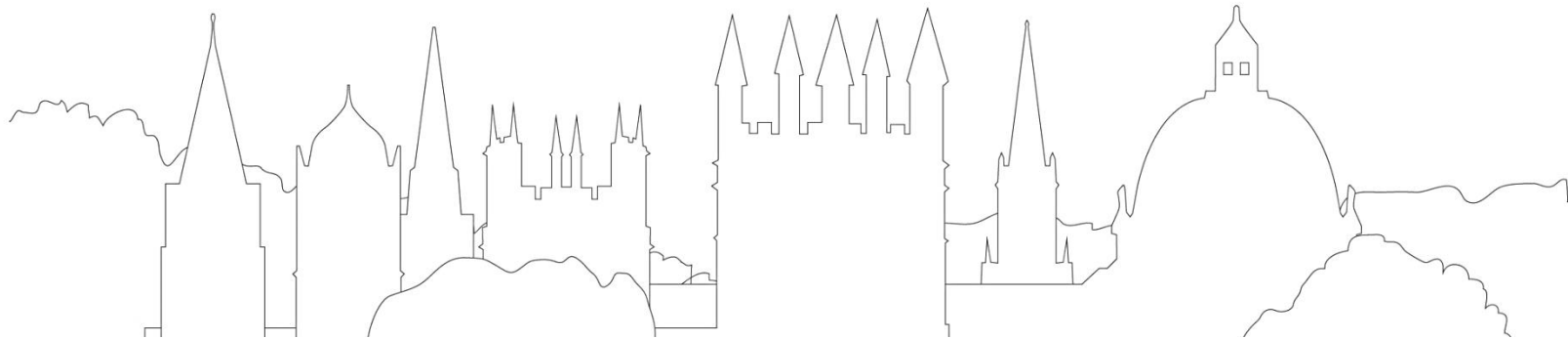


# Subsequent on-going support

- Mentoring and on-going training and refresher courses
  - Of staff, Quality personnel, senior staff
- Auditing
  - Pick up any outstanding items, checking work done, catching up as necessary – possibly linked into a dedicated IT System for this purpose
- Management Review
  - Expert on hand, assistance how to address follow ups, encouragement to schedule – possibly linked to a dedicated IT System for this purpose
- Attendance at Accreditation Visits
  - Expert on hand, handling technical questions until internal resource able to do so
- Rescue
  - Emergency scenario – we're there if you suddenly need catch-up work
  - Should not be an issue with a dedicated IT System installed – early warning system

# Qualitation

THE BRITISH QUALITY CENTRE



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Company Membership

A COMMITMENT TO QUALITY

“Quality as Standard”

