



Media Release

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Filamat receives ISO 9001-2000 certification

TORONTO – Filamat Composites Inc. received ISO 9001-2000 registration by BSI Management Systems – the world’s leading international standards, testing, registration and certification organization.

“This is a tremendous accomplishment and a significant milestone for Filamat that ultimately benefits our customers,” said General Manager, John Lambert.

ISO 9001-2000 registration certifies that Filamat uses a Quality Management System that emphasizes the efficient use of resources, the improvement of working practices, reduced waste and greater consistency and traceability of its products and services.

“While that’s the technical definition, an ISO Quality Management System impacts all facets of the business, which translates into better products and customer service,” explained David Buchan, Filamat’s Quality Control Manager.

Procedures and processes have been improved for quoting, design, order entry, scheduling, document control, purchasing, identification and traceability, corrective and preventive action, calibration, inspection, handling, storage, packaging, delivery, quality audits and training.

“If I were to summarize what this major achievement has brought, it’s getting the right information to the people who need it,” said Buchan, who was especially impressed with the speed with which Filamat completed the ISO requirements.

“To achieve ISO registration in six months is nothing short of amazing,” said Buchan. “It’s not unusual for companies to spend years trying to achieve ISO certification, often giving up because of a lack of direction or the daunting work involved. For everyone at Filamat, there was total buy-in to this process.”

Buchan credits an extremely focused management team that created standard operating procedures for each ISO element and then ambitiously designed and implemented each process for each department.

“This recognition is so important because it provides the foundation for continuous improvement in this business,” said Lambert. “In addition to the market credibility that comes with this, the company has firmly established the internal processes and procedures that enable it to compete.”

“To succeed in this market, customers demand more and ISO certification is a very public way of stating that we do it right,” continued Lambert. “With ISO, current and potential customers can have the satisfaction of knowing that their supplier is a truly professional organization.”

For more information, visit www.filamat.com

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