

ITM Communications ISO certified through to December 2012

● January 2010, London - following the recent re-certification audits by NQA at Milton Keynes and Eaton Socon, we are pleased to announce that ITM Communications is now registered to the requirements of BS EN ISO 9001 up to December, 2012!

The re-certification audits - carried out once at each location every three years - review the Quality Management systems, the minutes of the Management Review Meetings and internal and external audits over the three-year period. The objective is to be able to spot trends (hopefully positive) over the past three years relating to the quality systems issues of the business.

Martin Scales - the NQA assessor - reported that, "Management Reviews (of the business) have been examined for the period 2007 to 2009. These records demonstrate a thorough review of the company's operations during a period of change and reorganisation. The assessor has no concerns with the subject matter raised in these reports."

Subsequently, he confirmed that "The re-certification review has been completed with entirely satisfactory results" and that, "The requirements of BS EN ISO 9001 are being maintained to a good standard". In addition, he was particularly complimentary about issues such as the agenda of the Management Review Meetings - being "very thorough" and "well-focussed" - while he also commented on the quality and thoroughness of the Management Review minutes and the standard of our Quality Policy manual and of our documentation in general. He went on to say, "The Company's Quality Management System offers continual operational control in achieving its clients' objectives."

Martin was extremely interested in, and complimentary about, the production area at Eaton Socon and said he would like to spend more time in that area during his next surveillance visit.

Sincere thanks go to everyone in the company for their continuing dedication and support for this essential component of our business - BS EN ISO 9001.

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