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Issue 3

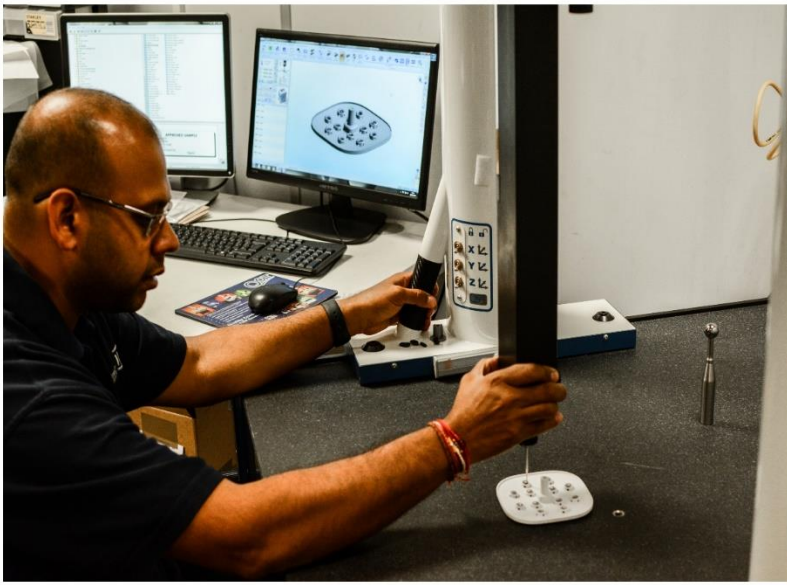


*ISO9001:2015*  
*Quality,*  
*Efficiency and*  
*Control*

Accreditation  
**Acheived**







ISO 9001  
Quality

## Audits, Audits, Audits

Audits are pretty much second nature to us now, with our regular quality audits to our new Covid risk assessments, our Quality and Health and Safety teams are experts in this area.

Not only are they experts, we all are! The responsibility is on each member of the team, individually and as a team, to ensure compliance throughout, and consistently.

Which is why it came as no surprise that we passed our latest ISO9001:2015 audit, undertaken towards the end of 2020.

The standard demonstrates Dudley Associates commitment to constantly improve and streamline operations to deliver high quality products and services, which in turn benefits our customers with a highly efficient and reliable service.

This accreditation sets out clear actions and expectations required in order to pass, in terms of leadership and commitment, planning and operation and service delivery.

For example, one area included in this audit, under operation and service delivery, is processes.

To pass this, Dudley Associates needed to show a structured process in which control and efficiency is demonstrated.

Our processes were evaluated thoroughly, and it was found that we are meeting the expectations of the ISO 9001 accreditation, as well as showing evidence of compliance with standards specified by the Audit report.



*Dudley Associates are yet again accredited with ISO9001:2015 Quality Management*

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## What does this mean for our customers?

We spoke with our Quality Manager, Sanjay, “Consumers look for quality products, manufactured by quality companies. Being able to show our accreditation achievement, confirms our quality, capabilities and expertise, giving our customers the peace of mind and confidence that we are able to provide an exceptional service, consistently, and that we will meet customer and regulatory requirements.

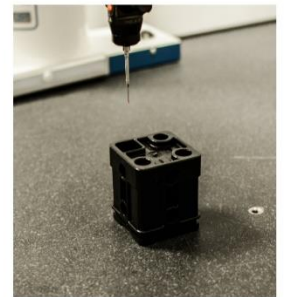
Not only this, but the accreditation also means that all of our processes (customer service, sales, customer support, purchasing, product development) are audited annually to ensure that they are offering the best possible quality of service.”

Customers looking to work with us will benefit from:

- Quick resolution of customer issues
- Constant review of supplier quality and delivery performance
- Consistent delivery of quality products
- Flexibility within production schedules



A well designed and implemented Quality Management System, based on ISO9001 has the potential to provide both organisations and customers with powerful benefits. Which is exactly what Dudley Associates is able to offer. We look forward to offering our exceptional level of service and quality plastic injection moulded products to all existing and new customers.



## And what does this mean for us, as a business?

Sanjay answered this with “Because we have these audits in place, goals to work towards, to ensure that we meet the standards required, a system is put in place to support staff, introduce efficient work practices, and improve levels of customer satisfaction.

This ensures that we, as a company are focused on these goals and are provided with data in order to monitor and measure progress against these goals.”

Being accredited with ISO9001:2015, means that Dudley Associates benefits from:

- Consistency of output
- Defect rates decrease (and are caught sooner when they do occur)
- Increase market shares, sales or revenues

Sanjay continued “We are set apart from other companies within the same industry, and benefit from a high customer retention rate due to our standard of service and quality.”

*Find out how we can assist you with your next project*

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