

TOP MARKS FOR IMSM



Audrey Asamoah, Owen Wright, Managing Director Michael Bright, Wendy Mewis and Diane Dibley

A Malmesbury company that helps firms achieve internationally recognised ISO certification is celebrating its own success, after winning praise from the prestigious European Foundation for Quality Management.

IMSM, which has headquarters in Malmesbury and offices in Swindon, Manchester and Chelmsford, achieved a four star rating from the Brussels-based EFQM.

The business, which celebrates its 20th anniversary next year, helps companies prepare for the internationally recognised ISO quality standards, including ISO 9001 Quality Management and ISO 27001 Information and Data Security.

EFQM helps organisations improve and achieve high levels of performance through its Recognised for Excellence model, a comprehensive management framework used by more than 30,000 organisations in Europe. The model covers nine criteria, including leadership skills, policy and strategy, internal processes and the results they have achieved from customer, employee, society and key performance sectors.

Auditors from EFQM put IMSM through its paces during a week-long audit at the company's headquarters. Afterwards, they praised IMSM for understanding the market and the needs of the clients and for adding value. The business was also complimented for making considerable investment in growing people internally and externally.

"IMSM really committed some years ago to excellence and our commitment is paying off in improvement across all results areas, the impressive commitment of people to continuous improvement, as well as through the achievement in the Recognised for Excellence process," said Diane Dibley, IMSM business improvement consultant.

Wendy Mewis, leader of IMSM's excellence steering committee, added: "Our employees are being personally developed and trained, our customers are being offered a continually improved service and our internal processes and long-term strategy are structured and proactive rather than reactive. In short, we are a better company."

She added: "Our assessment week was tiring, stressful, but intensely rewarding. The achievement of

our goal made all the hard work worth it and the assessment feedback has given us invaluable insight in how to move forward.”