



GLOBAL TOOL MAKER
AND INJECTION MOULDER

QUALITY MANAGEMENT

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QUALITY MANAGEMENT

ISO 9001 has long been recognised as the mark of quality that customers look for and expect when considering suppliers. Certification to ISO standards provides customers with confidence of top-down leadership quality advocacy and commitment to delivering product and services that meet customer expectations.

At WSM Industries we are proud to hold BS EN ISO 9001:2015 certification issued by one of the UK's most prestigious certification bodies. Adopting the 'Plan Do Check Act (PDCA)' methodology, we continually challenge our processes and controls to ensure that they meet developing business and customer needs. As necessary, these are developed using best practice from allied industries.

RECOGNISING THE NEED TO SHARE INFORMATION WITH EMPLOYEES

We have introduced a comprehensive quality induction and have invested in enhancing our document management to ensure that all employees have access to the controlled information – the single source of truth. Our production processes are posted around the facility to provide a reminder when needed.

Meanwhile, toolbox talks are used to raise awareness on discrete quality management topics while quality alerts are used to raise awareness of newly discovered issues.

COMPONENT MEASUREMENTS

Component measurement focuses on full dimension inspection at sample approval stages with significant characteristics being measured during production. Today, measurements are made using a range of manual and CMM tools. These techniques are continuously challenged for accuracy, precision and effectiveness. We are investing in 3D scanning technology to increase the speed of measurement and to eliminate the potential measurement variation between quality inspectors. The components we manufacture are subject to rigorous customer sample approval with subsequent production first off and in-process visual inspection and measurement checks. Where required, process capability studies can be conducted to confirm quality.

QUALITY MANAGEMENT

PROBLEM SOLVING

We are developing our awareness of, and capability for, problem solving. Where non-conformity is discovered with process or product, a '5-why approach' is used to investigate root causes and define correct actions. Applied correctly, this simple technique allows us to hone in on the true root cause of issues as opposed to symptoms.

DISPATCH AUDITS

To provide further confidence that our production quality controls have been effective, dispatch audits are conducted on a sampling basis by our team of highly skilled quality engineers with a keen eye for detail.

CUSTOMER FOCUS

We continue to develop our customer relationships between WSM Industries' quality teams and those of our customers, where the use of a common quality language helps define and drive appropriate actions and allows issues to be addressed in a timely manner. This supports a quality strategy of 'right the first time, every time and on time'.

CONTINUOUS IMPROVEMENT

As part of our continuous improvement, we strive to add value in everything that we do. 6S audits are frequently conducted to ensure good housekeeping standards are established and maintained, thus minimising loss time brought about by in-efficiencies in typical of a non-orderly work environment.

Our process scrap is monitored and analysed to drive improvement in processes and working standards. On the rare occasions that the components fall below your expectations, we have a robust customer complaints process to address any issues.