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**Choose certainty.
Add value.**

One Global Registrar: Helping to Keep Customers in the Lead Through ISO 9001:2000

Husky Injection Molding Systems Ltd., headquartered in Bolton, Ontario Canada, was searching for one Registrar to handle all their ISO 9001:2000 certification requirements on a global scale. During the selection process, Husky carefully narrowed down the Registrar choices through a set of predetermined criteria. Upon final review, Husky selected TÜV SÜD America Inc. as their Registrar of choice over a handful of other well-known Registrars, because of TÜV's knowledgeable team of experts, flexibility and, above all, customer-focused approach.

The Situation: Becoming ISO 9001 Certified

In 1987, respected industry representatives from around the globe assisted the International Organization for Standardization (ISO) in developing the ISO 9000 quality assurance series of quality system standards. These standards have been recognized, and are in use, in over 90 countries including the United Kingdom, the European Community, the U.S., Asia and Australia, and are now the most popular quality standard series in use.

Progressive companies, such as Husky Injection Molding Systems Ltd., are finding the ISO 9001:2000 process can offer real strategic value, especially if it is aligned with corporate goals and objectives.

Choosing the Right ISO 9001:2000 Partner

"TÜV SÜD America demonstrated the best partner approach, value-auditing process and value-proposition over the competition," stated Ian Crookston, Business Practices Manager for

Husky. "From the onset, TÜV was more flexible on all levels, from scheduling to account management, than the other Registrars we considered."

Husky's Philosophy

Husky's purpose is to be a role model for lasting business success based on their following core values: Contribution, Proactive Environmental Responsibility, a Passion for Excellence, Uncompromising Honesty, and Bold Goals. Husky's values influence their corporate strategies, form the basis for their business and management practices, and guide the behavior of their people around the world. "TÜV's client-focused approach is in line with Husky's philosophy, making the relationship feel more like a partnership than a commodity service. We are convinced TÜV makes Husky stronger and keeps us focused on our mission to keep our customers in the lead. We also believe their Insight Auditing® approach goes beyond the requirements of a standard audit. It is TÜV's team of expert audi-

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CASE STUDY: Husky Injection Molding Systems, Ltd.



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tors who add the greatest value and benefit. In particular, the commitment, follow-through and professionalism demonstrated by Calin Moldovean, Director of Management Service, and TÜV's auditing team emphasized the fact that the audit process is very people-dependent. It also highlighted that TÜV's Insight Auditing® approach goes beyond running through a checklist," concluded Mr. Crookston.

The Value:

The words may be new, but the mindset goes as far back as Husky's inception. Now, it is Husky's promise. It is the filter through which their decisions are made, the spark that ignites their engineering teams, the yardstick for their service and sales team, the foundation upon which their manufacturing processes are built, and the roadmap that guides their future success – together with their customers.

Husky Injection Molding Systems was once again named on the 50 Best Employers in Canada list. It is the fourth time in the past five years the injection molding equipment manufacturer made The Globe and Mail's Report on Business magazine's rankings. Their compliance with ISO 9001:2000 demonstrates they take quality assurance seriously and are committed to their mission.

About TÜV SÜD America Inc.

TÜV SÜD America Inc. offers a wide range of services through the globally recognized brand names of TÜV Product Service, Management Service and Industry Service. Headquartered in Peabody, MA, the organization maintains a full-time audit staff in over a dozen locations throughout North America and provides management system certification services to ISO 9001, ISO 14001, AS9100, ISO 13485 and more. TÜV is a leading EU Notified Body for the Medical Devices, Active Implantable Medical Devices and In Vitro Diagnostic Directives. Additional services include CE Marking assistance, mechanical/electrical product safety, electromagnetic compatibility (EMC), NRTL and SCC certification. Globally, TÜV has issued over 190,000 product and 30,000 quality management system certifications.

HUSKY

Keeping our customers in the lead

About Husky:

Husky Injection Molding Systems Ltd. was founded in 1953 by Robert Schad. The first product - a snowmobile called the Huskymobile - did not succeed, but the name remained. In 1958, Husky built its first mold, which produced plastic coffee cups. Because the mold was capable of running faster than existing machines could, in 1961 Husky designed and built its first injection-molding machine.

Soon, they added robots, began integrating complete molding cells and even designed total factories — all to give their customers an edge. Then, in response to customer needs, they developed high-speed thinwall systems and high-volume PET preform systems that began to sell worldwide. The company has since specialized in providing integrated system solutions. While much has changed over the years at Husky, one thing never has — their commitment to “keeping our customers in the lead.”

TÜV SÜD America Inc.

10 Centennial Drive • Peabody, MA 01960 • 1.800.TUV.0123