



IPD DIFFERENTIATION BULLETIN

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IPDDB-0007

IPD **Differentiation:** **IPD'S ISO9001:2008** **CERTIFICATION PROGRAM**



What is ISO®? ISO is an internationally recognized quality management system standard.

Why should you care if your supplier is ISO certified and more importantly the extent of that certification?... If ISO is taken seriously, and it impacts major areas of a company, then the ISO process can result in a more consistent and higher quality company (i.e., a better supplier to you).

First, why and how does IPD support proper ISO certification?

Many markets and industries today require it.

IPD has always been a quality driven organization, and ISO helps us organize and strengthen our processes, providing quality products and services.

IPD management determined that ISO would make IPD a stronger, more consistent supplier, which continues to be a top priority.

To ensure that IPD processes are sound, quality-orientated, and reliable, IPD selected one of the most well known and stringent certification companies in the world... **Lloyd's Register Quality Assurance Limited** (known worldwide and has reputation of uncompromising quality programs).

Next, IPD needed a methodology that would be known as IPD's "Quality Policy" to ensure that all stakeholders would benefit from our ISO program.

Stakeholders in our policy are defined as the customers, employees, suppliers & owners.

"IPD is committed to meet stakeholder expectations and to continually improve company operations by establishing and achieving quality objectives."

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Next, certain details such as the depth of integration to include in certification become another important differentiating factor.

IPD has seen many companies that only certify smaller/more simple portions of their business such as warehousing, yet they deceptively market the entire company as ISO certified.

IPD's main facility, along with **IPDSteel™** piston manufacturing cells, are all ISO9001:2008 certified by Lloyd's Register Quality Assurance Limited.

Elements of IPD's ISO9001:2008 process include:

Contract Administration
Control of Monitoring and Measuring Devices
Control of Nonconforming Product
Corrective Action
Design and Development and Drawing Control Document Control and Control of Records Internal Audits
Management Processes Operations Process Preventative Action Purchasing
Quality Manual
Quality Control Process
Training

ISO9001:2008 focuses on Continuous Improvement:

Quality Objectives
- IPD has 22 Quality Objectives as a goal, covering 11 different areas of our business such as warehousing, manufacturing, inventory, etc.
Continuous Improvement Projects
Corrective Actions
Preventative Actions

Additional IPD requirements include:

The ISO Standard contains 139 "Thou Shalts"
Checks and Balances: Periodic Audits by a Registrar Monthly Internal Audits
Management Review Meetings

Why bother?

In today's fast pace, computer and internet driven world it is very easy to gloss over details such as what ISO really means to a company. At the end of the day, IPD's goal is to be a stronger company to work for and a better supplier to our customers.

Industrial Parts Depot, LLC • Torrance, CA USA 90501 • www.ipdparts.com
IPD is an ISO9001:2008 Certified Company