



IPD DIFFERENTIATION BULLETIN

**IPD Differentiation:
IPD'S ISO9001:2000
CERTIFICATION PROGRAM**

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IPDDB-0007



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 all major areas of a company, the ISO process could result in a more consistent, higher quality company and create a better supplier to you.

First, we must start with why ISO certification?

- Many markets and industries today require it.
- IPD has always been a quality driven organization. ISO helps us organize and strengthen the process of providing a quality product and service.
- IPD management felt from the beginning ISO would make us a stronger, more consistent supplier which to us, was the most important factor.
- To ensure that our processes were sound, quality orientated and reliable we picked what we felt was one of the toughest certification processes available, **Lloyd's Registry**. Lloyd's Registry is known worldwide and has reputation of uncompromising quality programs.

Next, we needed a policy that would be known as our "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."***

Then the details, at what length or depth do you include in certification? Again, we have seen many companies that only certify a portion of their business that may be straight-forward such as warehousing and market the entire company as ISO certified.

IPD's main facility along with our IPDSteel piston manufacturing cells, all ISO9001:2000 certified by Lloyd's Registry.

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Elements of the IPD ISO9001:2000 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

ISO 9001:2000 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, marketing etc.
- Continuous Improvement Projects
- Corrective Actions
- Preventative Actions

Other 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.

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IPD is an ISO9001:2000 Certified Company

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