

QMS working with...

Mode Design & Screen Print Ltd



ISO 9001 (Quality Management) & ISO 14001 (Environmental Management)



“The local QMS representatives have always been helpful, giving us tips and pointers on how to improve our systems and ways we can get noticed in the market place”

Mr Terry Harrington
Director

Industries...

Print and design, healthcare, aviation.

What's the background?

With over 40 years in the industry, Mode Design & Screen Print Ltd is a Kent-based, medium sized business, specialising in digital print services.

As the formally approved supplier to a number of major aviation and healthcare organisations, they wanted to secure ISO 9001 (Quality Management) and ISO 14001 (Environmental Management) to demonstrate the high standards operated within the business. In particular they were keen to highlight the environmentally sound processes that they had adopted, as well as establish mechanisms for ongoing improvement in both environmental and cost-based areas.

What did QMS do?

Our experts took Mode Design & Screen Print Ltd through a four-stage process for each of the two certifications.

Step 1 was working together to complete ISO 9001 and ISO14001 compliant manuals.

Step 2 was advising Mode Design & Screen Print Ltd on the best ways to bring these manuals into use, day-to-day.

Step 3 was the actual certification. An accredited auditor visited Mode Design & Screen Print Ltd to ensure that the processes documented in the manual were being followed correctly.

Step 4 is the ongoing process of surveillance – where the manual and processes are checked, every year, to ensure that they remain valid.

Once certified we also provided Mode Design & Screen Print Ltd with ongoing support, inclusive of access to useful templates and training videos.

What was the result?

The ISO 9001 and ISO 14001 management systems provided a framework for Mode Design & Screen Print Ltd to work through, leading to certification.



“Using the ISO Management Systems has really helped us to develop our business through a complete change in direction and process management”

Mr Terry Harrington
Director

These have resulted in:

- **The introduction of internal audits and a management review.**
“Throughout the year we self-monitor our processes against the Quality Manual and this helps us to focus on a clear Right First Time ethos. Likewise, the Management Review process has given us the opportunity to sit down every quarter and discuss the Quality System and any issues. These two things mean we can go back and check that corrective actions are now working and that the original problem has been removed.”
- **The innovation of new products.**
“We manage this in a much more controlled manner, weighing up all the pros and cons before rolling things out to customers. We’ve been able to steer clients away from ideas that could have put their products at risk as well as working with them, more effectively, to develop new ideas.”
- **A reduction in errors.**
“We’ve been able to work with the equipment to set out exactly how information should be sent to it. This has resulted in reduced errors and you ‘get what you see’ on the screen to printer, as well as smoother processes down the line.”

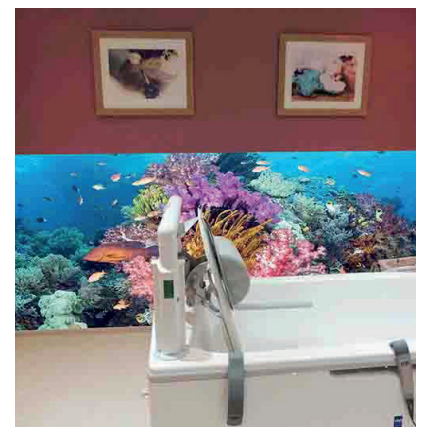
The management system of ISO 14001 in particular has led to improvements in:

- **Reuse**
“Specifically, recovering Corex for signage, we’ve been able to reduce waste and save costs.”
- **Recycling**
“By reviewing all of our substrates and products we’ve been able to move to recycling over 90% of our waste.”
- **Suppliers**
“By notifying suppliers of our environmental certification we’ve been able to collaborate more on ways to recycle even more products.”
- **Screen print**
“In moving the majority of our printing from screen to digital we’ve been able to drastically reduce drying and energy costs.”

- **Vehicle wrapping**
“We’ve been able to develop a vehicle wrapping process that allows businesses to hide any blemishes, marks or minor damage to bodywork. This means customers are able to keep vehicles in use for longer.”

What were the benefits?

- 1 We’ve gained new customers - in particular in the highly regulated healthcare sector
- 2 We’ve also improved our existing customer relationships, leading to an increase in sales – in particular within the aviation sector
- 3 The “Right First Time” ethos has reduced our costs on wastage and energy use
- 4 We’re saving over £20,000 per year, despite employing more staff. A move to a fully digital printing process has enabled us to train staff for multi tasking, so there no longer has to be a full time machine minder on the presses.
- 5 We secured a particularly significant contract with a Dementia Care organisation. This project has involved taking personal family photographs and memories and transferring onto fire retardant wallpaper, so that the residents can have a personalised room that stimulates their minds.



Dementia Care Project

