

CASE STUDY

Protector Aluminium

Established in 1995, industry leader Protector Aluminium was founded in response to the Queensland Government legislation passed in 1991 making pool fencing compulsory.

Protector Aluminium products include aluminium fencing and gates in standard and custom built designs as well as the popular high-end glass pool fencing. They are the only pool fencing company endorsed by Royal Lifesaving Australia and they are raising the safety standards within the pool fencing industry.

Today, Protector Aluminium has a range of innovative DIY products offering solutions to various backyard and landscaping challenges. The company can boast appearances on the popular TV show *The Block*, in product demonstration videos and they have even developed a mobile app which will calculate the correct number of posts, bracket, panels, gates etc... for fencing, and will allow you to preview how a fence will look by taking a photo of your pool/garden and overlaying various fence profiles. This is clearly a forward-thinking company which is good at what it does!

Rob from II-AU was engaged by a member of the Protector Aluminium team who had worked with him before. Protector Aluminium had procedures and systems in place, what they didn't have was documentation to show or prove it. Manager Steffan Ossenberg has already experienced Rob's professionalism and expertise in a former role and was keen to bring him in to the company to fine tune current processes and work with Protector Aluminium to help them achieve AS/NZS ISO 9001 accreditation.

ISO (International Organisation for Standardisation) is an independent, non-governmental membership organisation and the world's largest developer of voluntary International Standards.

The AS/NZS ISO 9001 standard addresses various aspects of quality management and is one of ISO's best known standards. The standard provides guidance and tools for companies and organisations which want to ensure that their products and services consistently meet customers' requirements, and that quality is consistently improved.

Protector Aluminium Manager Steffan Ossenberg engaged II-AU to help with getting Protector Aluminium AS/NZS ISO 9001 certification. This was a requirement of becoming a supplier for the national Bunnings chain. Rob provided documentation, templates and guidance throughout the whole process. "He made the process easy and understandable", Steffan said.

CONTINUE OVER PAGE...

“ II-AU IS EXTREMELY PROFESSIONAL AND KNOWLEDGEABLE IN ALL AREAS. THEY ARE VERY EXPERIENCED IN AREAS SUCH AS LEAN MANUFACTURING, 5S AND ISO AND I CAN HONESTLY SAY OUR BUSINESS IS BETTER FOR HAVING II-AU WORK WITH US ”



Not only was the process made simple and easy to understand, Rob completed all of the work in an extremely condensed time frame. It took just 2 months for Protector Aluminium to become AS/NZS ISO 9001 accredited, a process which usually takes between 6 – 12 months, due to the volume of work required.

Rob said that Protector Aluminium was already a very well ran business that had many of the processes and records in place, however the documentation that described how all the processes interacted was in need of some improvements. II-AU used their extensive experience to provide the guidance needed for Protector Aluminium to consistently formalise their processes in a way that also communicated their brand image to their clients and therefore instilled a level of customer confidence in the application of the systems and processes.

The initial gap analysis also identified that there were extensive records for existing processes in evidence, and these needed to be collated and stored in an appropriate manner to make the audit trail more simplified and less cumbersome to administer.

Protector Aluminium took the advice of II-AU and applied some considerable internal resources to the project, who were all extremely knowledgeable in their business processes and dedicated to the success of the project. With the right guidance and the right attitudes, success was guaranteed – the condensed time frame was the concern.

Due to the hard work, dedication and commitment made by all involved, Protector Aluminium were certified at their first certification audit! “We definitely could not have achieved this without the assistance of Rob from II-AU”, said Stefan. “And thanks to Rob the company was able to establish a very successful working relationship with retail partner Bunnings.”

So what are the advantages for Protector Aluminium having the ISO 9001 accreditation and quality system?

Protector Aluminium strive for a total quality systems because quality is what their customers demand. By having a Quality Management System in place they:

- Ensure products and services meet customers’ requirements
- Provide improved quality and service
- Create and retain satisfied customers
- Through continuous assessment and improvements can offer faster delivery times

Stefan Ossenberg said he had absolutely no hesitation in recommending Rob from II-AU to any business. “I would 100% recommend Rob”, Stefan said. “He is extremely professional and knowledgeable in all areas. Rob is very experienced in areas such as Lean Manufacturing, 5S and ISO and I can honestly say our business is better for having Rob work with us”.

Rob is also proud of the achievements made by Protector Aluminium – after all, his 100% first time certification success rate remains intact.

The implementation of LEAN Business Systems has given us:

AS/NZS ISO 9001 accreditation in 2 months

Improvement in documentation

Quality Management System

“WE DEFINITELY COULD NOT HAVE ACHIEVED THIS WITHOUT THE ASSISTANCE OF ROB FROM II-AU”

II-AU OFFERS:

CUSTOMISED PROCESS,
INDUSTRIAL & MANUFACTURING
ENGINEERING SOLUTIONS



Success will come with Incremental Improvements

www.ii-au.com 1300 00 IIAU ask@ii-au.com