

# Reducing costs and enhancing customer satisfaction through the implementation of a quality management system



“Quality and reliability are critical values for the aerospace industry. In an environment where the mistakes or failure of products or services can have serious consequences, it is essential for us to have a robust framework in place to help reduce risks and continue to provide quality products and a good service to our customers.”

**Adrian Gauden**  
Quality Manager

## Customer needs

- Continual improvement in the quality and effectiveness of products
- Increased operational efficiency
- A foundation for multi-site global manufacturing

## Customer benefits

- Improved product quality and reduced return rate
- Licence approval gains in new global markets
- Continual improvement across quality and manufacturing

### Customer background

Field International is one of the world leaders in the design and manufacture of aircraft maintenance and production tooling, ground support equipment, military components and bespoke precision engineering. The company is proud to be the UK's only official Airbus and Boeing aircraft tooling licensee. Formed in 1995 the company remains family owned and has experienced a rapid rate of growth over the past few years to keep pace with the ever expanding aerospace environment. Field International has also secured other licences from manufacturers allowing the company to offer both a better service as well as a wider range of tooling and maintenance equipment to its customers.

### Customer needs

Field International's aim is to be a truly global, single source supplier to the airlines and maintenance organizations for all aircraft tooling needs. However the industry is experiencing an ever increasing complexity with regards to tooling and therefore the need to ensure consistent quality with repeatable build times has become essential.

To achieve this goal Field International decided that the implementation of a management system based on the ISO 9001 and AS 9100 standards was the way forward to ensure a more structured and reliable approach. The robust management framework that has since been put in place has enabled the company to meet its objectives and achieve continual improvement through better monitoring and measuring of activities, a more accurate understanding of performance and identification of areas for improvement.

### Benefits

"We have seen a number of tangible commercial benefits since implementing AS 9100," says Adrian Gauden, Quality

Manager. "We have made cost savings through improved efficiency and productivity; deficiencies are highlighted meaning that we can continually improve; in turn that means reduced waste, less inappropriate or rejected work and fewer complaints."

"Improved communication with our customers has been vital to the growth and sustainability of the company. The sales teams in the UK and Singapore, as well as their appointed representatives, ensure that globally they have direct contact with existing and prospective customers. Feedback is encouraged on all of their products and services and steps are taken to ensure that this information is relayed back to the organization in an attempt to continually strive to improve in all areas of service delivery."

"We have been able to introduce a number of new and improved processes into our operation since working with BSI," continues Adrian Gauden. "The auditors from BSI have been very constructive during the audit programme. This has had a positive effect on our staff showing them that a management system is not an obstruction but a tool to be used to ensure customer and regulatory requirements are satisfied."

"Our staff are now happy to work to set procedures and processes, although some did not really understand the need for them initially. There are always a lot of questions relating to performance measurements and monitoring displayed on our notice boards, which is encouraged and always explained in detail. We find the more involved our staff are in our management system, the more they feel they are playing a part in the company achieving its goals. Introducing a management system takes time and effort, but overall the staff in general now realise that the company would not run efficiently without the structure of the system."

### Why BSI?

"After meeting with BSI to discuss potential transfer of our auditing, the proactive attitude of the BSI staff gave us confidence in the service the company was offering," says Adrian Gauden. "The strategic approach to auditing with a three year plan of 'improving our system', was a breath of fresh air as the emphasis was more on auditing to continually improve rather than auditing to highlight our weaknesses."

The scope of Field International's management systems includes the following: design and manufacture of aircraft jigs, fixtures, special tooling and ground support equipment. It also covers specialized engineering project management, multi-axis CNC machining with CMM inspection along with fabrication and machining of small to large components for the aerospace industries. The company is planning to include painting and service to its scope in-line with re-certification audits.

### Next steps

Quality management in the aerospace industry can be the defining factor between financial success and costly mistakes. AS9100 can standardize the way you work and secure a solid industry reputation.

**Find out how BSI can help your business make excellence a habit – visit [bsigroup.com.my](http://bsigroup.com.my)**

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+603 2242 4211  
info.malaysia@bsigroup.com  
bsigroup.com.my

