

# BHIC Bofors Asia Receives ISO 9001:2000 Certification from Moody International Certification

The article originally appeared on the BHIC Bofor website.

**The article is translated below:**



**Pictured :** Augustine Loh (Lead Auditor) and Dat A. Aziz Mat (Director of Certification Governing Board) hands over the certificate from Moody International to Bengt Bjurstrom.

Our Malaysian subsidiary has received third-party certification

Our joint venture in Malaysia, BHIC Bofors Asia, has now been third-party certified by Moody International in accordance with ISO9001:2000. The company was previously named PSC Bofors Defence Asia.

The company was formed on 28 May 2004.

Boustead Defence Technologies Cooperation Bhd and BAE Systems Bofors Holdings each hold a 50 per cent share in the company.

Business operations consist primarily of service, maintenance, and delivery of spare parts to the Royal Malaysian Navy and Coast Guard. We also conduct all types of operator and maintenance training. A portion of the spare parts sold are manufactured by local contractors in Malaysia.

We are geographically situated in three locations. The head office is located in Kuala Lumpur. In addition, we have two workshops, one in Lumut on the west coast and one on Labuan, which is a small island outside the city of Kota Kinabalu on Borneo.

The company currently has 21 employees.

So how was certification performed? The road to third-party certification, in accordance with ISO9001:2000, began two years ago. Initially a consultant was contracted to train and run the certification process.

It became evident that this was not a model for success and the decision was therefore made to run the project internally from within the company. I was then requested to take the lead and conduct the internal training and the certification process.

The biggest challenge was to get everyone to understand that the important thing for the company was to create a culture where quality permeates everything we do. Not just having a certificate to hang on the wall. Then we could begin to prepare ourselves for certification. The process takes time but we have come a long way.

There was even external pressure in the form of requirements from the Malaysian Ministry of Defence that contractors should be third-party certified.

We were forced to constantly remind each other of the importance of having quality in everything we did; particularly when it came to the main areas of establishment and documentation of our operations system.

In these areas it was important that all managers were actively involved. The three main areas were:

- Process mapping
- Quality Assurance manual
- Regulations and procedures

We arranged a great number of seminars with all of the managers to conduct process mapping.

A Process Owner was appointed and mapping was conducted with great focus and enthusiasm. The seminars and "homework" made everyone feel involved.

Procedure Owners were appointed and documentation and development of procedures were conducted in parallel with process development.

The Quality Assurance manual was prepared by the Quality Assurance department. In addition to the managers, all other personnel were also trained and motivated about the processes and procedures that were established.

Moody International, the internationally recognized certification institution, was engaged to conduct the certification. This is a company with a good reputation around the globe.

Before certification, a pre-audit was conducted by Moody International - on our own initiative. Our documented business operations system passed without faults. However, we received a number of recommendations for actions regarding business operations. All of these have been implemented and the Quality Assurance department has subsequently conducted two major internal audits of the application of all procedures.

During the week of 20-24 October, Moody International conducted their audit of the head office and the two workshops. The results were very successful with only two minor remarks. These have already been corrected and reported to Moody International.

So what has been positive, respective less positive, about the certification? The focus placed on quality assurance has been very valuable to all work currently performed by the company. Another positive effect has naturally been the engagement and solidarity that all of the seminars and the subsequent documentation have created. This is not only useful during certification, but also for all future work within the company and has really united us.

The only negative aspect of this process that I can see is the involvement of a consultant in the beginning. It did not work well at all and it cost us time.

We now look confidently ahead and there is much still to be done and much that must be done with continuous improvements.

*"If you stop improving, you will never excel".*