



IMPACT

MULTI STANDARD

Founded by Moh Meharban, Terry Bansal and Ray Chohan in 1989, Instinct Hardware is a Birmingham-based business that manufactures and supplies high-quality architectural ironmongery.

With the founding directors having now all retired, Ray's son Nil Chohan, Moh's son Haq Meharban and Terry's son Anthony Bansal have formed the new management team.

With over 30 years of industry experience, Instinct Hardware has earned itself a reputation for reliable, superior-quality products installed worldwide. Instinct Hardware's quality products have been used in established buildings such as hotels, residential areas, hospitals, schools, airports, and many more.

Manufactured predominantly using Grade 316 Stainless Steel, Instinct Hardware's products range from accessories, such as door and cabinet handles, to hardware suitable for bathroom fittings. Instinct Hardware utilises traditional manufacturing techniques operating state-of-the-art CNC machinery to produce high-quality engineered products.

To improve the quality of its current business structure and services, Instinct Hardware chose to implement ISO standards within its organisation. This process includes implementing ISO 9001, a Quality Management System (QMS) standard, and ISO 14001, an Environmental Management System (EMS) standard.

Both ISO 9001 and ISO 14001 are designed to increase efficiency in a business by streamlining processes and, therefore, reducing waste. These standards will provide Instinct Hardware with the ability to focus on continual improvement and integrate a dedicated system that reduces its environmental footprint whilst increasing productivity.



Nil Chohan, Instinct Hardware's Director, acknowledged that ISO 9001 is a valuable standard to implement for their future success. Through ISO 9001, Instinct Hardware stated, "we want to prove to existing and prospective customers that it is not just the quality of our products, but also the quality of our internal management systems that delivers a high-end, bespoke service."

They also added that ISO 14001, the Environmental Management Standard (EMS), will allow Instinct Hardware to "re-enforce the work they have put into their environmental and sustainability practices, and ensure this continues as sustainability becomes more imperative."

With two new management system standards enforced into their current framework, Instinct Hardware will be able to increase the morale and confidence of their employees, which will improve productivity. They anticipate staff to "expect their customers will be more inclined to choose Instinct Hardware for their prestigious projects, knowing that they follow globally recognised standards."

As a business with just under 50 staff members, Instinct Hardware "hope their employees will feel more confident in their working environment, knowing that Instinct Hardware is keen to implement continuous improvement systems."

Through working with IMSM to implement their chosen ISO standards, Instinct Hardware worked with IMSM's dedicated Area Manager, David Coulter, who was described as "brilliant from start to finish". Mr Chohan added, "from the initial contact to handling our funding application, through to the certification, David was always available to talk and quickly answered any of our queries with straightforward answers that ensured we were comfortable and confident with the process."

Their assigned auditor for the process was Patrick McIlwee, who was defined as "an absolute pleasure" to work alongside. "Patrick showed us exactly what was required in a no-nonsense, easy-to-follow fashion. He gave us all the tools we needed to implement and quickly document the required processes."

"The main benefit is that the process is simplified. A lot of time and effort is saved going through IMSM, and they make a potentially daunting process seem relatively easy!"



Mr Chohan added, “knowing we have Patrick on the other end of a phone or email gives us the utmost confidence to maintain and make the best use of our newly acquired certifications.”

With two implemented standards, Instinct Hardware can expect to gain the following benefits with the implementation of these two established ISO standards:

- Increased confidence and productivity of employees
- Reduced waste and carbon footprint
- Improved efficiency, accountability, and traceability
- Decreased operating costs and waste
- Increased quality of service and products
- Streamlining of processes
- Improved documentation process
- Increased industry reputation
- Expansion of business opportunities

The implementation of both ISO standards took approximately six months to achieve successfully. Instinct Hardware said, “the process was simple, precise, and provided all the necessary tools required for us to achieve certification without headaches!”

When asked if they could have implemented their chosen ISO’s without IMSM, they stated, “potentially, but it would have taken far more resources (and headaches!) than we have at our disposal. The process would have been arduous and may not have provided the same benefits.”

Overall, Instinct Hardware “would fully recommend IMSM if you want or need to implement ISO systems quickly and confidently.”

