



SALAMANDER JEWELRY COMMITS TO CONTINUOUS IMPROVEMENT WITH **ISO 9001:2015**

CASE STUDY

BE THE BENCHMARK

SGS

ABOUT THE COMPANY

Established in August 1998, Salamander Jewelry is a wholesale body jewelry supplier. The company's aim is to offer the most complete and affordable collection of body piercing jewelry for bulk-buy customers around the world, focused on achieving and maintaining high standards and quality. Variety and innovation in their products is key. To meet the needs and wants of clients in the field of body jewelry, the company must take into account end users' lifestyle, as well as product performance, pricing, design and the likely duration of market demand. Salamander Jewelry has a network of stores across the USA, Canada, Germany, the UK, Australia and Japan. Unique among its competitors, the company provides the best possible service while also taking into account the economic, environmental and social impacts of its operations.



TRANSITIONING TO ISO 9001:2015

ISO 9001:2015 is the latest standard chosen by Salamander Jewelry. General Manager, Mr. Ofer Avidan, said, "sustainable manufacturing is no longer an option, it is a must. ISO standards are an excellent tool for transforming organizations to be sustainable in the present and in the future." His role is to inspire the organization, concentrating on sustainability, product quality and customer satisfaction to produce innovative and highly individual jewelry, while at the same time maintaining a happy workforce. Everything the company has done in the last 16 years has been working towards the improvement of production processes, quality levels, products range and improving levels of customer service across the board. From that perspective, finding new prospects has been secondary to the business' continual improvement. The goal has always been to create a company that would be sustainable for the long term. In addition, the company considers risk management integral to all key processes. Identifying and, where possible, preventing uncertainty and crises in process is important to Salamander Jewelry.





Salamander Jewelry has been preparing to renew its certification and transition to the 2015 version since late 2014. Employees from across the business were sent to various in-house training courses, and public training events, such as “Requirement ISO/FDIS 9001:2015”, “Requirement and Interpretation of ISO 9001:2015”, “ISO 9001:2015 Internal Audit Technique”, “ISO 30001 Risk management”, and “Risk for Quality Management System” to prepare them for the transition and audit process.

BENEFITS OF IMPLEMENTATION

Salamander Jewelry chose SGS Thailand to be their partner to advise, inspect, test, certify and support all stages to achieve the following improvements in pursuit of ISO 9001:2015 certification:

Create a consistent sustainable vision, with the goal of achieving the highest levels of customer satisfaction

Enhance the reliability of operations, increase performance, demonstrate commitment to quality that drives constant improvement

Enable the business to stand out from the competition, by demonstrating commitment to meeting the highest standards of quality and customer satisfaction

Achieve continuous improvement of the quality management systems



WHY SGS?

Salamander Jewelry has trusted the services of SGS for more than 10 years in various aspects and experiences corresponding to different departments. SGS has consistently delivered fast service, advice and customer care alongside:



Certification – SGS certifies that products, systems or services meet the requirements of standards set by government, international standardisation bodies, or clients. It helps to develop customised standards and certify clients against them based on specific competitive needs



Testing – SGS tests product quality and performance against various technical, safety and regulatory standards. To support that, SGS operates a global network of state-of-the-art laboratories and testing facilities



Training – SGS' expert training team has knowledge and experience in several fields. They are ready to share and transfer knowledge to meet all customer needs under the management of SGS Academy



Seminars – SGS hosts frequent seminars and webinars, providing customers with an understanding of all standards and how to use improvement, development and quality processes to enhance their systems

ABOUT SGS

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognized as the global benchmark for quality and integrity. With more than 97,000 employees, SGS operates a network of over 2,600 offices and laboratories around the world.



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WHEN YOU NEED TO BE SURE