



Company News

Vortex Global Ltd. obtains ISO 9001:2015 Certification

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Salina (KS), United States –

ISO 9001 is an international standard that specifies requirements for a management system. By gaining ISO 9001:2015 certification, ISO 9001 acknowledges that Vortex Global has demonstrated the ability to consistently provide products and services that meet customer and regulatory requirements. In essence, the ISO 9001 standard acknowledges Vortex Global's credibility as a reliable and consistent supplier of material handling equipment and technical services to the dry bulk solids industry. Among the major changes of ISO 9001:2015 versus ISO 9001:2008 was a transition of emphasis from "preventative actions" and "required documentation" toward more open communication with customers and suppliers, and greater information transparency within the organisation and its shareholders. To ensure the continuous improvement of its quality management system, Vortex Global has been utilising turtle diagrams to assess the effectiveness of their Enquiry, Stock Control, and Works Order processes. These diagrams are revised annually to better Vortex Global's processes and, ultimately, improve customer satisfaction from more efficient operations. To improve internal transparency, Vortex Global's top management created a document to assess both short-term and long-term opportunities and risks for the company's operations, and developed strategies for how those opportunities and risks will be approached to improve the business. Created in unison with Vortex Headquarters in Salina, Kansas, USA, Vortex Global's top

management also assisted in the development of a long-term business plan to provide Vortex employees and stakeholders with a clear understanding of the company's goals and strategic objectives for the future. Vortex Global has demonstrated that within their small staff, cross-training efforts have been effective, job roles have been well-defined, and project information and product knowledge is recorded in a way that it is transferrable among the entire staff. As a result, Vortex Global has constructed an efficient and high quality management programme. "Maintaining ISO compliance is a leading objective for Vortex Global, as it ensures the quality of our management system and allows us to continue our relationships with Blue Chip companies," said Laurence Millington, managing director at Vortex Global Limited. "By clearly defining, monitoring and measuring our company objectives – and emphasising the importance of meeting those objectives – Vortex Global Limited has seen rapid growth since its conception ten years ago and continues to be well-respected among the industries in which we operate."