



Product News

## **Vortex obtains ISO 9001:2015 Certification**

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*Salina (KS), United States -*

In essence, the ISO 9001 standard acknowledges Vortex'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" to "top-down leadership and communication" and "business opportunity/risk assessment." This communication emphasis includes more open communication with customers and suppliers, and greater information transparency within the organization and its shareholders. Over time, Vortex will gather data on the effectiveness of these communication channels and refine their approaches to best communicate with internal and external audiences. To improve internal transparency, Vortex 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. Vortex top management also developed a long-term business plan to provide employees and stakeholders with a clear understanding of the company's goals and strategic objectives for the future. "By making these revisions in our management processes, we hope to continue building customer trust and piece-of-mind around our improving operations," said Mark Sander, standards manager at Vortex. "By keeping current on ISO standards, we are able to use their guidelines as a road map for how to most efficiently operate our business, while also being focused on continuous improvement opportunities. The end goal for each of these changes made by top

management is to improve satisfaction among Vortex employees, its customers and its suppliers.”