



Jaltek Systems – Inspiring Confidence through the BSI Kitemark™

“The BSI Kitemark is a visible and recognizable mark of quality that shows our clients that everything that’s tied in with the quality of the boards, from understanding the customer requirements, sourcing and inspecting components right through production to the test and inspection areas, have been independently assessed by a third party to meet the required standard. This gives our clients confidence and helps us to prove why Jaltek is a business with a firm commitment to quality”

Neil Stanton
Quality Manager
Jaltek Systems

Jaltek’s objectives

- To further enhance the reputation of their business
- Gain a visible advantage in a competitive market
- Demonstrate commitment to “best practice”
- Maintain client confidence

Jaltek’s benefits

- Ensure high levels of customer satisfaction
- The BSI Kitemark allows Jaltek to differentiate their services
- The BSI Kitemark has been key in winning new business opportunities by confirming customer confidence
- Jaltek’s production and inspection processes are verified by a highly reputable independent body



BSI Case Study: Jaltek Systems

Customer background

Jaltek Systems, based in Luton, Bedfordshire, are a leading UK electronics technology service provider offering a comprehensive range of vertically integrated design, manufacturing and test solutions tailored to meet their customer's highly diversified business requirements. Jaltek has a well established and varied customer base, from the global plcs to start-up ventures, many of whom work in safety critical industries where quality, performance and 100% reliability are crucial.

Jaltek has long associations with the following key market sectors: Defence and Aerospace, Medical and Scientific Research, Homeland Security, Communication and Broadcasting, Industrial and Transportation and Space.

Established in 1998, they now have a turnover of over £8 million and employ 75 people. The business offers a comprehensive suite of services including prototyping, new product introduction, integrated design, and manufacturing solutions including SMT, conventional, coating, test and box-build. For some of their key customers their product output ranges from high technology wireless surveillance cameras, flight data recorders also known as the 'Black Box' and heart monitoring equipment to charging points for electric cars and development platforms for chips for mobile phones.

The challenge

Jaltek pride themselves on their industry expertise and knowledge and have a reputation for building long standing relationships with their customers. Although the market is less crowded than in recent years, it remains highly competitive, and so businesses such as Jaltek are constantly looking for ways to differentiate their services, add value to their customers, and demonstrate their high quality standards.

The continual stream of advances in technology in the electronics industry can be a constant challenge however Jaltek have recognized the need to continually expand their capabilities to meet the ever increasing demands and requirements of their current and future customers and place a high priority on investing in the latest equipment and

in training their staff to widely recognized industry quality standards such as IPC-A-610.

Adding to their edge in a fiercely competitive market, effective supply chain management is also crucial to Jaltek, in order to ensure that their customers have the reassurance and trust that they demand. Today, managing obsolescence and RoHS compliance requirements, whilst preventing counterfeit components or conflict minerals from entering the supply chain, is a growing challenge to the electronics industry globally. The consequences of counterfeit components entering the supply chain can be devastating. At best it can cause loss of revenue through manufacturing downtime, and at worst, counterfeit electronic parts can result in product failure and can be directly responsible for injury or death.

Consequently, it is increasingly important that businesses such as Jaltek demonstrate their expertise in effectively managing Bills of Materials (BOM's), and show that their production staff are trained to the latest standards, use quality components and continually maintain high quality standards throughout their manufacturing processes.

The BSI Solution

To show this commitment to quality, accuracy, and reliability, Jaltek have recently reached the milestone of committing to and maintaining their BSI Kitemark for Electronics Assembly to IPC-A-610 (for class 3) for over ten years. One of the first companies to achieve this, they believe that this voluntary certification scheme gives them a competitive edge over other businesses in their field.

The BSI Kitemark for Electronics Assembly is based on the IPC standard, IPC-A-610, "Acceptability of Electronic Assemblies" which is already a well-established standard in the electronics industry. Every year thousands of people train to become IPC-A-610 Certified IPC Trainers to help the organizations they work in uphold their commitment to quality and it is often used to complement quality assurance schemes such as ISO9001. In the case of Jaltek, they use it to complement two quality assurance schemes they are certified to with

BSI: ISO 13485 quality management system for the Medical Devices sector, and AS9100 the quality management system for the aviation industry.

Whilst any business can claim to work to IPC-A-610, meeting the requirements of the BSI Kitemark for Electronic Assemblies requires a business to successfully undergo a series of thorough inspections, carried out by a BSI Assessor, typically twice a year. Every element that is tied in with the quality of the boards is examined. Not only are the finished products inspected, but process controls that are in place are examined and training records are checked. Once the assessment is carried out a report is then completed which is further scrutinized by BSI's Certificate Manager, Cherrisse Craig. Once Cherrisse is satisfied with the results of the assessment the certificate recommendation is then submitted for independent review by the BSI Compliance department.

Neil Stanton, Jaltek's Quality Manager, commented on the value of the Kitemark saying; 'At Jaltek, the team understand the value that these assessments bring and how they contribute to the culture of continual improvement in the business. After a successful inspection there is a tangible sense of accomplishment as we know how it helps to maintain customer confidence. This rigorous and robust process helps us to send a clear message to our customers about the quality of the products we are manufacturing. It is a visible and recognizable mark of quality and trust that we are able to use in Jaltek's marketing literature, website and all other customer facing documentation.'

Contact us to find out how the BSI Kitemark™ can help your business make excellence a habit.

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The BSI Kitemark™ is an effective marketing tool for you to promote your certification