



## Cattani Australia: Success through specialization

“Certification to ISO 9001 and ISO 14001 was the first step in building a culture of continual improvement, discipline and performance.”

**Andrew Clark,**  
CEO at Cattani Australia

### Cattani Australia Objectives:

- To be recognized as an integral part in Australia and New Zealand dental supply
- Have a committed training program for staff involved in the Cattani quality system
- Actively seek and understand customers' perceptions of the products, services and performance
- To provide support to customers, dealers, fellow team members, the environment and the community

### Cattani Australia Benefits:

- Reduction in annual cost savings
- Access to market
- Compliance with regulations
- Risk reduction
- Competitive differentiation
- Process improvements through ISO 9001 Quality Management Systems
- Increased brand reputation through certification to ISO 14001 Environmental Management Systems

## Background

Cattani Australia supply air technology for the Australian dental industry, and they're renowned for their performance and reliability. A reputation earned through over 20 years in the dental industry market. All equipment is imported and manufactured from Cattani, Italy.

Cattani specialize in: private practices, corporate clinics, government and defence, health funds and insurers, and dental labs. They have a large range of suction systems, compressed air systems and amalgam (mercury) retrieval systems. Such systems range in size from a single surgery, to hundreds of surgeries, recently installing such a system at Queensland University.

## Why certification?

The dental industry is becoming more competitive, so Cattani must work in a more organized and disciplined manner to remain viable and relevant. They wanted to become a disciplined organization, one that could set plans and then execute them. The key challenge Cattani saw was building a business system that gives them a competitive advantage.

They believe actions, and not just words, are required to be a leader in the market in terms of environmental responsibility and performance.

## Implementation

Cattani came across specific challenges, including: Developing the competency of measuring processes and performance; Developing distributed leadership in the

business; Creating a good bureaucracy that engages people; and Developing corporate discipline in planning and execution.

In order to face these issues, Cattani began documenting the way that processes were being carried out, and then made changes as appropriate. They believed this was an important step to getting everyone on the same page.

Cattani then attended training courses to help their organization boost efficiency and stay ahead of their competitors. They approached BSI Group for their training solutions. They wanted to learn the skills to plan and execute internal audits, so they decided to complete an Internal Auditor training course. Once completing this course, Cattani attended the ISO 9001 Quality Management Systems (QMS) training course to understand the requirements and adapt their system to suit their organization.

Cattani then decided to become certified to ISO 9001 QMS. There was a great deal of employee participation during the implementation of the system. They embraced this as they saw it was a way to solve problems that frustrated them in their roles.

Despite great participation, it was difficult at times to remain focused and disciplined. As they progressed, Cattani was fortunate to have more employees progressively add value to the system with less interference from senior management.

Following Cattani's ISO 9001 QMS certification audit, they decided to work towards ISO 14001 Environmental

Management systems (EMS) certification for which they received certification 12 months later.

## Benefits

Cattani is committed to continually improving their quality processes and system, and every team member is now directly involved in this process.

Being certified to ISO 9001 QMS, it has not only strengthened Cattani's practices, but has also changed how they approach risk.

Through the commitment and involvement of all staff, they'll develop and maintain an environmental management system appropriate to the environmental impacts of its activities, products and services. They'll comply with all relevant environmental legislation and reduce and prevent pollution from their business activities.

With the assistance of BSI Group, Cattani now understand ways to cut costs and boost efficiency within their organization. They are committed in protecting the environment and eliminate anything that doesn't lead to a better outcome for their customers.

## Moving Forward

ISO 9001 and ISO 14001 training, was the first step in building a culture of continual improvement, discipline and performance. They feel they have a long way to go, but Cattani feel they have built a solid foundation thanks to BSI Group.

For further information about BSI training, visit our website at:

[bsigroup.com/en-au/training](http://bsigroup.com/en-au/training)



The BSI Assurance Mark is an effective marketing tool for you to promote your certification

Ph: 1300 730 134  
Email: [info.aus@bsigroup.com](mailto:info.aus@bsigroup.com)  
Web: [bsigroup.com/en-au](http://bsigroup.com/en-au)

The trademarks in this material (for example the BSI logo) are registered and unregistered trademarks owned by The British Standards Institution in Australia and certain other countries throughout the world.