



## BSI certification to two key standards proves Produmax's commitment to quality, security and business continuity

### The challenge

Yorkshire-based Produmax is a rapidly growing SME – a specialist UK manufacturing company with expertise in high precision engineering. The company operates globally, working in partnership with many of the most prestigious aerospace manufacturers to produce high quality machined components and assemblies. First, Produmax recognized the need to maintain the globally recognized aerospace quality standard EN 9100, which is universally required of suppliers to major customers in the industry. It therefore made a strategic decision to transition to the latest version of the standard.

Secondly, in the light of increasing information security (IS) and business continuity risks faced by the aerospace industry, the company was determined to ensure it was managing these risks and was able to demonstrate this, providing assurance to its clients through BSI certification.

### The solution

Produmax has enhanced its quality management by achieving BSI certification to the quality standard EN 9100, which represents the latest best practice for comprehensive quality management in the aerospace industry. BSI certification to the standard clearly demonstrates the company's commitment to quality and customer satisfaction, with increased focus on risk management.

In addition, Produmax has addressed IS and business continuity risks through BSI certification to the business continuity standard ISO 22301, which ensures that operations continue, and that the interests of key stakeholders are safeguarded, if disruptive incidents such as cyber attacks occur

### The benefit

EN 9100 and ISO 22301 have helped Produmax to improve quality and business management, protect valuable information assets, and ensure 'business as usual' in the event of a disruptive incident. BSI's valued independent certification to the two standards gives confidence to customers and other stakeholders that Produmax is a resilient organization – able to cope with emerging risks and grasp fresh opportunities for growth.

**"These standards are vital to grow our business, as they provide our customers with the comfort that we have the necessary processes in place to maintain quality standards, manage information security and business continuity risks, and demonstrate organizational resilience."**

Jeremy Ridyard | Managing Director | Produmax



## Client background

Produmax was originally formed in 1966. In 1997, Managing Director Jeremy Ridyard led a management buy-out and oversaw a move away from general engineering into the commercial aerospace and defence markets. Today, the company specializes in precision engineering, working in partnership with leading global aerospace manufacturers to produce high quality machined components and assemblies. Around 90% of its products are exported around the world.

Produmax is a rapidly growing SME, more than doubling its annual turnover in the last four years to approximately £9m in 2019. It was one of the first 40 companies to receive funding under the UK government-backed Sharing in Growth programme, enabling it to gear up fast to fulfil the needs of its customers. The firm's expansion has been accelerated by its recent move into a purpose-built manufacturing unit in Baildon, between Leeds and Bradford. Produmax recognized the need to protect its business by ensuring and demonstrating that it was managing quality effectively and controlling risks to its security and business continuity.

## Proving quality

Ridyard explains that the globally recognized aerospace quality standard EN 9100 is universally required of suppliers to major blue-chip customers in the industry. "It is non-negotiable in this sector, so in 2016 we made a strategic decision to get on with transitioning to the latest version," he says. "We could see it made for robust processes and good business management, and that having the latest version would give us an advantage over our competitors."

## The solution: EN 9100

Produmax became the first UK company to achieve BSI certification to EN 9100:2016 (later re-dated 2018), and it was also the first organization globally to be registered on the Online Aerospace Supplier Information System (OASIS) to EN 9100:2016.

EN 9100 specifies the requirements for implementing, maintaining and continually improving a Quality Management System (QMS) for organizations in aviation, space and defence. The standard is the European equivalent of AS 9100 in North America and JISQ 9100 in Japan, and it is strongly supported and adhered to by major aeronautics manufacturers, including Airbus, Boeing, GE Aviation and Rolls-Royce.

Certification by BSI to the new standard clearly demonstrates Produmax's commitment to quality and customer satisfaction. EN 9100 builds on the latest version of the widely adopted quality management standard ISO 9001, and represents the latest best practice for comprehensive quality management in the aerospace industry. Mark Gjessing, Produmax's Quality Assurance Manager, comments, "There's more focus on risk management, not just quality, and more emphasis on buy-in from everyone in the company. Although it's a quality management standard, it's morphed into a broader business management standard."

## Serious about security

EN 9100 requires organizations to protect electronic data, and Produmax's management had also become acutely aware of the growing IS and business continuity risks faced by the aerospace industry. By 2017, it was sure it could benefit from holding certification to a respected international management standard, such as ISO 22301 (business continuity) or ISO 27001 (information security), to protect its most important information and other assets.

## The solution: ISO 22301

Having considered its options, Produmax set its sights on BSI certification to the business continuity management system ISO 22301.

ISO 22301 specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to prepare for, respond to and recover from disruptive events when they arise. It is used to ensure that operations continue, and that products and services are delivered at predefined levels, that brands and value-creating activities are protected, and that the reputations and interests of key stakeholders are safeguarded, whenever disruptive incidents occur.

Produmax now uses BSI certification to ISO 22301 in combination with EN 9100 to ensure 'information continuity' and greater organizational resilience if the confidentiality, integrity or availability of information is compromised.

"In implementing the standard, we clearly identified that cyber crime was our top risk, whether from hacking, a bug from a physical device or a rogue email," says Ridyard. "To manage and mitigate IS risk, we've redesigned a lot of our IT infrastructure and launched a constant programme of testing and staff training and awareness, because the threat never goes away."

He continues, "We've successfully demonstrated that we've considered the risks we face and put recovery plans in place. Our plans are pragmatic, focusing on the recovery of specific operations, functions, services and applications to enable us to get back to 'business as usual' after a disruptive incident."

## Why BSI?

Ridyard has always viewed BSI favourably. "There's a level of reputation as a certification body that gives us confidence in the BSI brand," he says. "We wanted the certification body that would give us the most thorough audits and highlight the standards as they are supposed to be," he says. "BSI's competence comes out on top, and certification by BSI really means something, both to us and to our customers."

## What's next?

Ridyard concludes, "These standards are vital to grow our business, as they provide our customers with the comfort that we have the necessary processes in place to maintain quality standards, manage IS and business continuity risks, and demonstrate organizational resilience. I would certainly encourage other firms to make the same journey."