



# Quality, commitment, confidence

How BSI is making a difference to the UK sites of Gestamp, the Spanish company specializing in the design and manufacture of metal components for the automotive industry.

"BSI provide exceptional service and support."

**Kerry Neville,**  
UK Business & Quality Systems  
Senior Controller, Gestamp

## Gestamp in brief

Gestamp is a multinational Spanish business designing and making metal automotive components. With more than 100 industrial plants and 13 R&D centres worldwide, it has a workforce of around 40,000, and annual revenue in excess of €8bn. The company has been working with BSI in the UK for 20 years, and now uses the organization across all six of its British sites. A direct supplier to OEMs, it was an early adopter of the automotive QMS standard, IATF 16949.

## BSI: the business benefits

BSI...

- Works in partnership with a company
- Focuses on finding solutions not problems
- Responds quickly to customer requests and queries
- Explains new rules clearly and consistently
- Supports the goal of continuous improvement



## BSI Case Study: Gestamp Certification: IATF 16949

### Company background

Gestamp Automocion, a global company that designs, develops and makes a wide range of metal components for the automotive industry — from chassis to sub-assemblies — was founded some 20 years ago, in Spain. Its UK manufacturing base, however, dates to much earlier. The Gestamp site at Newton Aycliffe in County Durham, for example, was set up by Tallent Automotive, a British engineering and welding company, first incorporated in 1948. “Tallent really took off in the 1950s, and the post-war boom in road transport and car ownership,” says Kerry Neville, Gestamp’s UK Business & Quality Systems Senior Controller.

Gestamp, which acquired Tallent in 2011, when it bought its previous owner, ThyssenKrupp Metal Forming, is now helping to lead another ‘revolution’: the use of new technologies to make vehicles lighter, safer, ‘greener’ and more economical. The Newton Aycliffe site includes a plant dedicated to the manufacture of lighter-weight aluminium components, principally for Jaguar Land Rover’s (JLR’s) new E-PACE.

The company mainly supplies to Original Equipment Manufacturers (OEMs), such as JLR, BMW, Ford, Volvo, Honda and Renault, and its vision is to be “the automotive supplier most renowned for its ability to adapt its business to create value for the customer, while maintaining sustainable economic and social development”. Key to this vision are six pillars: safety, quality, delivery, people, cost, environment. Gestamp believes that it will only be profitable over the long term by providing high-quality products on-time, by controlling costs and eliminating defects and waste, and by creating an environment where people work together.

### Working with BSI

Gestamp awarded the organization a UK-wide contract in 2018 meaning BSI will work across all six of its British sites, which include a new 51,000m<sup>2</sup> facility in the West

Midlands supplying pressings, and welded and mechanical assemblies.

Ms Neville believes the relationship with BSI will strengthen the six pillars of Gestamp. “BSI feed into our core values — safety, quality, delivery, cost. The professionalism of its auditors, its own internal resources, its ability to answer our questions and queries quickly, and the quality of its reports were all important factors in our decision to award them the contract,” Ms Neville says. “They offer very good value for the service they provide.”

Importantly, BSI helps the company fulfil its goal of continuous improvement of its Quality Management Systems. “They know our business and they point out the systemic issues that could cause us problems,” Ms Neville continues. “They’re fair, and they listen.”

### IATF 16949

The benefits of working with BSI were highlighted when the new quality management standard for the automotive industry, IATF 16949, was published in 2016. “They interpreted the rules for us quickly, clearly and consistently. It meant we could make the changes with confidence.”

Confidence was important: the new standard places more emphasis on employee engagement and a more ‘holistic’ approach to the management of risk. “The clarity BSI provided meant we could ‘cascade down’ more effectively and positively and encourage that two-way communication — from the top down and the bottom up,” Ms Neville adds.

The IATF 16949 focus on the involvement of both top management and employees in the QMS has had knock-on effects at the company. Operators are now more actively involved in the audit process. It’s a positive change, and one in which BSI has played a significant part. “Internally, the audit is no longer seen as a ‘big stick,’” Ms Neville explains. “Instead, it’s seen as a two-way

improvement tool. How can we all help each other to do a better job? BSI, because they’re so helpful and supportive and because they listen to us, reinforce that.”

### The future

Mandated by OEMs and some Tier 1 suppliers, IATF 16949 and ISO 14001 are increasingly seen as a licence to trade in the automotive industry. This could soon also be true of ISO 45001, the new international standard for occupational health and safety. Like 14001, it is based on the ‘high level structure’ for QMS introduced when ISO 9001 was updated in 2015, and Gestamp’s UK region plans to adopt it in the next 12 months or so. Committed to best business practice, the company is also considering adopting ISO 27001, the international standard for information security management systems, which was developed in response to the increased risks to the ‘data assets’ of a business, in the near future.

In the meantime, all six Gestamp UK sites will continue to be certified to IATF 16949 by BSI: the UK-wide contract is, initially, for three years. “We must continually improve the Quality Management System if we’re going to achieve best quality, cost, delivery and service, and BSI helps us do that,” says Ms Neville. “They help us understand the rules and interpret the requirements of the automotive industry. They provide guidance and support, and exceptional service. Their dedicated account managers are exceptionally helpful and supportive.”

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