



## MSI PROJECT PROFILE

ISO 9001:2008 Implementation | House of Batteries

### About House of Batteries

*ISO9001:2008, House of Batteries (Fountain Valley, CA)*

*MSI serving since 2009*

House of Batteries designs & assembles Custom Battery Solutions in every industry for all electronic applications with a focus on Lithium Ion & Lithium Polymer.



### MSI Scope of Work

In true partnership with House of Batteries, MSI:

- Provided consulting services with Turnkey implementation using SurePath™ methodology to update their system to the ISO 9001:2008
- Revised processes to create a more efficient and effective QMS.
- Conducted Internal Audits, and attended Management Review meetings
- Assisted in changing Registrars and was present at the recertification audit.
- Ongoing maintenance began after the recertification in 2009, using our SureResults™ methodology.

### MSI's Turnkey Approach

**Before the ISO recertification, SurePath™:**

- Reviewed the procedures and reflected the company's processes and practices, in order to guide the transition of the QMS from ISO 9001:2000 to ISO 9001:2008.
- Guided in the redevelopment of Design and Development process
- Conducted Internal Audits and supplied detailed audit reports on findings and recommendations.
- Coached the Corrective and Preventive Action process on non-conformances found in QMS implementation during the Internal Audit, in production and incoming receiving.
- Showed required material/data samples for Management Review meeting, and presented in the Management Review meetings for guidance.
- Presented in pre-assessment audit, and registration audit to ensure registration.

### Results/Timeline

House of Batteries ISO 9001:2008 Re-certification program was started in March 2009, and completed in August 2009, with zero findings. House of Batteries is currently on MSI's SureResults™ program.





# Management Systems International

## Results

ISO9001:2008, House of Batteries (Fountain Valley, CA) MSI serving since 2009

Effective Support of HOB's Quality Management System led to:



- *Quality objectives were well established and communicated to all employees.*
- *Processes were well monitored by internal audits*
- *Established and monitored quality objectives.*
- *Detailed management review meetings with proper discussion of relevant inputs and outputs.*
- *Customer satisfaction and complaints were documented and analyzed.*
- *Engineering Department saw significant improvements in meeting all ISO 9001 QMS requirements.*
- *Efficient and effective Corrective and Preventative Action Requests.*
- *Increased awareness in Controlling Non-Conforming products.*

## After the ISO Recertification, SureResults™

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Support House of Batteries maintain ISO certificate through conducting:

- Internal audits at planned intervals in determining whether HOB QMS conforms to the requirements of the ISO 9001:2008
- Management reviews at planned intervals to ensure the continuing suitability, adequacy and effectiveness of the QMS
- Utilizing corrective/preventive actions to mitigate the nonconformance of the process, and/or products.



**MSI COMPETITION SENSITIVE**



Management Systems International, LLC

*Management Systems International (MSI) properly implements Quality Management Systems (QMS) to ensure your company continuously meets the globally recognized ISO 9001 international standard.*

***"I recommend MSI with complete confidence. We have worked closely with their staff over 2 years. They attend to detail and help us grow as a company. I have very high regard for their company."***

Maggie West

CEO House of Batteries

*Company info found at [www.houseofbatteries.com](http://www.houseofbatteries.com)*