

BETWEEN THE LINES

Your Company. Your News.



How an ISO Audit Works

An ISO 9001 certification is a quality management system (QMS) that helps ensure customer satisfaction within an organization. This QMS is a basic way of standardizing a process to maintain high quality, as well as a web-based, centralized location for all procedure documents.

Each of our employee owned companies have several steps in place when preparing for an ISO 9001 audit. First, they must review all QMS documents, followed by an internal audit. Then there is a management review which includes a full day of planning the QMS for the year. After this review, an external audit is conducted with the registrar. It is critical that the “process owner,” the person who has the ultimate responsibility for the performance of a process, understands how to execute all processes prior to the audit.

An ISO 9001 certification affects all aspects of the company. Its effects are anywhere from quoting, order entry, and valve & pump assembly to calibration & training procedures. SIT has assembly procedures which target HPUs and fabrication procedures which target the heavy moveable structures built in Harahan. There is a process map of how everything that goes on in the company may affect the customer.

Once you maintain an ISO 9001 certification, if you maintain throughout the year, there’s really nothing to it to pass another one. Each company typically runs into minor nonconformances that are easy to fix. One challenging aspect that GCC has experienced is by using the same auditor multiple times, the auditor’s expectations ramp up every year, expecting the company’s QMS to improve each year.

Being ISO 9001 certified is important to our companies because it ensures credibility with our customers and forces us to maintain our standards. For SIT, it is beneficial for military contracts and civil jobs with government agencies because when they see that SIT is an established ISO 9001 company, it confirms the idea that we have the foundation and groundwork to address their type of business.

OVERVIEW

- How an ISO Audit Works
- Google Review Highlight
- Employee Spotlight
- COVID-19 Phase 2
- Who's Who Winners
- Sales Recognition

We appreciate all the hard work that **Rob Shafer, Loyd Hall, Jason Pope and Janet Albanese** put forth to ensuring companies remain ISO 9001 certified!

“I enjoy being able to help spearhead improvements and finding out what the best practices are to improve as a company.” – **Jason Pope.**

“I’ve liked watching the ISO systems evolve overtime and more KPI’s (key performance indicators) were developed to give us a good indication of what our business is doing in different aspects.” – **Loyd Hall.**

“My favorite part is seeing how employees start to react as our system matures and take pride in accomplishing these KPIs.” – **Rob Shafer.**

Company Google Review Highlight

Over the past few months, we have made it a company-wide initiative to increase our Google reviews.

Why? Increase our online presence, boost our SEO (search engine optimization) & gain more traffic to our websites.

How? All thanks to our Sales teams! They have collectively reached out to customers and vendor partners to acquire reviews.

Results?

HYD: 39 new reviews

GCC: 44 new reviews

Thank you to everyone who has taken part in this initiative. We couldn't have done it without you!

A **Abel Freixas**
1 review

★★★★★ 2 months ago

I'm very pleased with doing business with GCC. They carry great inventory, ready to meet any engineering need. In addition, sale representative are cordial, professional and very competent in their knowledge of hydraulics components and systems.

Employee Spotlight



Jimmy Mourey - GCC

Jimmy is our General Manager for our Service and Repair department in Miami. He runs the repair shop, quotes new & rebuilt services, ensures quality of every rebuilt cylinder & pumps, and works with all employees to have an efficient and clean shop.

By implementing a hard working culture, he has helped GCC move into the right direction by growing the Miami division and expanding new customers.

Jimmy has a strong work ethic and constantly pushes his team to enhance their hydraulic knowledge to benefit the success of the company.

EOHI's Who's Who - Winners



- Tony Bonura - HYD
- Kyle Cornell - HYD
- Scott Nelson - HYD
- Tiffany Dorman - SIT
- Richard Ardila - SIT
- Katrice Willis - SIT
- Michael Davis - EOHI
- Richard Neels - EOHI
- Patrick Strimple - EOHI
- Wes Bacarisse - SIT
- Scott Jones - ECI
- Dalton Hamilton - HYD
- Jake Rackley - HYD
- Aaron Booth - HYD
- Troy Rader - HYD
- Jeff Braun - SIT
- Kevin Hayes - SIT
- Todd Welsh - SIT
- Jacob Shoemith - SIT
- Joe Simon - HYD
- Dona Sunseri - SIT

Bill Boyle



- Dalton Hamilton - HYD
- Rosa Moya - GCC
- Bill Boyle - SIT
- Stephanie Taffaro - SIT

Jessica Ramirez

COVID-19 PHASE 2 - EOHI RETURNS TO WORK

We'd like to thank everyone for your efforts to keep employees safe and serve our customers during the COVID-19 pandemic. As we continue to monitor the current situation, phase 2 of reopening is now in effect to allow more employees to return to our offices.

- Travel will be handled on a case-by-case basis.
- Customer visits are permitted with best judgement.
- Will call continues to operate as a "drive-up" service.
- Separation between facility work areas remain crucial.

SEPTEMBER BOOKINGS HEROES

Katrice Willis	SIT	\$3,647,380
Sam Barnes	SIT	\$1,354,470
Seth Stansbury	SIT	\$757,294

Congratulations & thank you for your hard work!

