

CASE STUDY



Megasealed

QUALITY MANAGEMENT SYSTEM

Megasealed is the largest shower repair specialist in Australia and is a pioneer in providing a unique and guaranteed product to stop leaking showers and balconies without the need to remove tiles.

In October 2008, Megasealed gained their first ISO 9001 Quality Management System: certification to provide a competitive advantage in an increasingly competitive industry. Managing Director, Jacques Courtin, was seeking a way to differentiate Megasealed from the rest.

Committing to Quality Management was a commitment to customer satisfaction, taking our business growth to the next level

Today Megasealed is dealing with larger entities, corporations and industry bodies more often and having a certified system gives them a distinct advantage over the competition when submitting applications for tenders and contracts.

“The Quality Management System provides a structure where continuous feedback and new ideas generate a consciousness of what we do in all levels of the business and how we might improve,” explained Mr Courtin. “This focus on continuous improvement drives us and results in increased customer satisfaction.”

“This means a lot for Megasealed and reinforces our position as the market leader in our industry, as well as our dedication to quality and customer satisfaction. Having the ‘five ticks’ StandardsMark has already elevated Megasealed as an organisation. Furthermore being finalists in the Systems Excellence Awards is a fantastic start to 2012!”

Jacques Courtin, Managing Director



Quality
ISO 9001
SAI GLOBAL



Contact SAI Global

The Systems Excellence Awards are open to SAI Global certified clients only.

For more information on becoming certified through SAI Global, or about the Systems Excellence Awards, visit our website. www.saiglobal.com/assurance



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