

Direct Air gains ISO 9001 certification

Our continued commitment to putting the customer first, has resulted in Direct Air recently becoming ISO 9001 certified.

ISO 9001 is recognised worldwide as the international benchmark for quality within an organisation.

By achieving our ISO 9001 certification, Direct Air & Pipework are able to demonstrate to customers and suppliers that the systems we have in place meet the high standards set out by the International Organisation for Standardisation (ISO).

To gain the ISO 9001 certification, we had to demonstrate our dedication and commitment to meeting our customers' needs, operating efficient management processes and delivering consistent, good quality products and services.

Each year, an external Audit is carried out by a third party to ensure our systems are maintained and any non-conformances are noted for correction.

Managing Director of Direct Air, Allan Dolby, said: Achieving ISO9001 I am sure will prove invaluable to Direct Air's day to day business operation. Our ISO 9001 certification will give companies confidence that we are working to standards and procedures that will provide them with a high standard of customer service.

John Flynn, Consultant for QMS international, highlighted in his findings report that "many of the processes required for certification were already in place". Showing that Direct Air & Pipework had already adopted a best-practice approach, as a quality-focussed business.

John explained: "The Quality Management System Direct Air & Pipework have implemented will help them to enjoy many benefits, such as increased efficiency and continual improvement. Such advantages can be passed on to their customers, encouraging higher levels of satisfaction with Direct Air & Pipework's services."

John was impressed with the team too, praising two individuals in particular for their hard work: "With the help of Allan Dolby and his Project Manager, Jim Maybury, the Quality System was set up without any difficulties."

Direct Air & Pipework have been awarded ISO 9001 : 2015 certification through QMS International. This prestigious award shows that providing the best possible products and services is of vital importance to the business.

If you would like to [check the validity of our ISO 9001 certification](#) or find out more about the [ISO 9001 principles](#) we follow please get in touch today, we would be delighted to speak with you.

For more information contact Website and Marketing Manager, Emma Dolby, on emma.dolby@directair.co.uk or 024 7668 8890.

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