



Riley Surface World awarded ISO 9001:2015 certification

Riley Surface World is one of the world's leading resellers of new and used surface finishing plant and machinery. The company has been trading since 1966 and operates from 5000 square metre premises in Aldridge, West Midlands, UK.

In recent years, Riley has invested heavily in technology and people in order to become a global force in the surface finishing industry. The next logical step was to achieve ISO 9001:2015 certification to move the company to a different level.

The certification assessment programme was overseen by Riley site director Dave Smith, who has a strong background in the implementation and monitoring of ISO standards.

According to managing director Michael Riley: 'The decision to apply for certification was taken to provide a clear structure for our team and enhanced confidence for our customers.

'As dealers in used machinery, we were conscious that there is sometimes a negative perception of what we do. ISO certification helps to dispel that perception and lends more integrity to our products and services.

'It is also vitally important that our people adhere to the quality standards that ISO demands. This extends to all aspects of our business, including controlling costs, reducing risk, managing quality and improving profitability.

'In today's globalised industry, we constantly have to account for the regulatory requirements of different countries and markets. Due to the international nature of ISO, these requirements are now built into all stages of our processes and ensure that we always deliver what our customers expect from us.

'Finally, ISO certification enables us to trade with many larger and more diverse companies and organisations where previously our credentials were not sufficient. Our new processes also make it possible to develop long-term relationships with many companies and become recognised as a valued and quality-driven partner.'

Riley Surface World maintains large stocks of equipment both at the premises and online. The machinery for sale covers all major surface engineering disciplines, including electroplating, cleaning, heat treatments, shot blasting, process cooling and dust control. The company also sells machinery direct from site and holds regular online auctions.

For full details, visit www.rileysurfaceworld.co.uk

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