

ISO 9001 pushes Redline to soar above the competition in the development of Mission Critical Wireless Networks



“The process of implementing the ISO 9001 Solution was a difficult and arduous task. BSI’s wealth of experience as a Certification Body was there as we worked through the process. The ISO Certification has been a major factor in Redline’s continuing success.”

Ethan Callendar
Manager, Global HSE & Quality
Redline Communications Inc.

Customer needs

- Transitioning from a product based focus to a complete solution based offering was an important undertaking towards maintaining a competitive advantage.
- Required critical value-added inputs and suggestions in order to progress efficiently through the implementation of a Quality Management System.

Customer benefits

- ISO 9001 Certification makes day to day quality functions much easier by providing specific steps for development of Redline’s quality management system (QMS).
- ISO 9001 Certification effectively monitors the progress of Redline’s products and services as it goes through each stage of production, from development to testing to assembly and finally to customer feedback.

Customer Background:

- Redline is the creator of powerful wide-area wireless networks for the world's most challenging applications and locations. Used by oil and gas companies, militaries, municipalities and telecom service providers, Redline's powerful and versatile networks securely and reliably deliver voice, data, M2M and video communications for mission-critical applications.
- Redline provides for a full spectrum of wireless solutions and professional services including complete design-build turnkey solutions, product training, and comprehensive network optimization and management programs.
- Offices located in Canada, USA, Oman and Romania
- The company has a unique position in the Energy Sector and its strategic direction is to be a Global Leader in Wireless Energy Networks.

Key values of the organization

- Redline empowers employees to make decisions like they own the company.
- Always be engaged and accountable while putting the customer's needs first.

- It is paramount that customers are confident in the consistent quality of all products and services delivered by Redline

Organization's needs and drivers towards finding a solution

Redline's solution came from the value added audits from BSI, which was, and continues to be a valuable partner in this transition process given their vast experience in this area.

The BSI Solution

Redline found out about BSI through attending regular BSI events. Due to BSI's global reach, high experience and knowledgeable auditors, they were the natural choice for certification to ISO 9001.

Implementation

Redline began the process with the minimum requirements of the ISO 9001 system already in place. Through unparalleled commitment from senior management and the whole team, Redline finally realized perfect audits (zero Non Conformances) in the span of a few years. The process was daunting and difficult to implement, but with true dedication, they experienced a smooth transition to the ISO 9001 Solution.

Benefits of the ISO 9001 Solution

- ISO 9001 Certification established rigorous continual improvement processes, which allowed Redline to outperform their competition by consistently manufacturing quality products and ensuring customer satisfaction.
- The system provided a solid foundation for Redline's ongoing transition from a product based to a complete solution based strategy.

Benefits of working with BSI

- In essence, the ISO certification was a major contributing factor to establishing the foundation that has led to Redline's continued success.
- Redline has been enjoying perfect audits since 2012 (zero Non Conformances). The regular surveillance audits by BSI and suggested opportunities for improvement by the BSI auditor have been factors in Redline's success.
- Redline was presented with the BSI Quality Award of Excellence in 2013, a testament to the excellence in their QMS and their commitment to continual improvement and customer satisfaction.



Your business could benefit from ISO 9001, just like Redline Communications
To find out more, visit www.bsigroup.ca/quality or call 800 862 6752 for details.

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The mark shall never be applied directly on the product or service.