

# Comefri improves business continuity and transparency using BSI Connect Portal



Comefri USA is the American business unit of the Comefri Group, a global innovator in the engineering, manufacturing, and worldwide distribution of centrifugal fans.

Renowned for its quality and performance, Comefri USA operations are headquartered in Hopkinsville, Kentucky, home to their state-of-the-art AMCA-accredited Engineering Test Lab.

As part of its commitment to the environment, client and employee safety and product quality, Comefri USA chose BSI to certify its processes and facilities to leading international standards such as ISO 9001: Quality Management System, ISO 14001: Environmental Management System, and ISO 45001: Occupational Health and Safety Management System.

Adherence to these international standards exemplifies Comefri USA's commitment to best practices and has helped the company win new business, enter new territories, and increase customer and employee satisfaction.

## Benefits

Comefri USA's certification with BSI comes with access to the BSI Connect Portal. This provides the team with a comprehensive online tool to monitor all aspects of the certification process – from routine auditor communications and a comprehensive calendar of important dates, milestones, and actions, to tracking and submitting corrective action plans (CAP). This delivers Comefri USA:

- Improved visibility into audit schedules, findings, and opportunities for improvements
- Efficiency in a simple-to-use reporting system
- Increased engagement through global ease of access

The key result of BSI Connect is that Comefri USA now has an automated system that can be accessed at any time by any registered user. This improves business continuity along with increased transparency thanks to ready access to data.

**“With BSI Connect, all audit information is kept in one place and the information can be accessed easily, allowing us to track progress and compliance in an efficient and transparent way.”**

Ane Marie Harb  
Quality Manager  
Comefri USA



### Client challenge

Comefri USA prides itself on delivering quality products, offering clients:

- Shortest lead times on the market on a wide selection of standard HVAC forward curved, backward curved, airfoil, twin, and plenum fans
- An extensive range of fan models and sizes to cover all HVAC and industrial applications
- Custom designed fan assemblies, including complete custom applications designed and developed for unique customer applications

In addition to upholding this high standard of delivery and innovative product portfolio, Comefri USA wants to give confidence to potential and current customers when buying its products and set an example in the industry. It also strives to reinforce its focus on keeping employees working safely, following rules and regulations, creating a habit of recycling, protecting the environment, and complying with best practice standards.

### BSI solution

Comefri USA chose BSI certification against international management system standards to help demonstrate its commitment to delivering quality products that are sustainable and produced in a safe work environment. This comes with access to the BSI Connect Portal.

With BSI Connect, all pertinent data is fed directly into the system. This allows Comefri USA to set up optimal auditing schedules and transmit automatic communications to all relevant parties, including the allocation of audit tasks and reminders, issuance of non-conformances, and submission of corrective actions.

In addition, BSI Connect provides transparency throughout the process so that Comefri USA managers can see what is happening in the system and know that their certification status remains secure.

### Why BSI?

“Comefri USA was looking to give confidence to current and potential new customers when buying products we manufacture by setting up an example in the industry for quality, keeping our employees safe, as well as for adhering to standards, rules and regulations, and creating a habit of recycling and protecting the environment.” Ane Marie Harb, Quality Manager, Comefri USA