

## The BRC Supports Growing Company With A Strong Commitment to Quality

Wajax Industrial Components (WIC) is a major Canadian distributor of bearings, transmission products, hydraulic systems, process equipment and other industrial components.

WIC uses its national infrastructure to offer nearly 1 million products from 2,500 different global suppliers, and supports customers with logistics management, equipment maintenance and repair services delivered through over 65 locations across Canada.

As part of its commitment to quality, WIC maintains a registered ISO 9001:2008 Quality Management System (QMS).

### THE NEED: A Strong, Flexible Quality Management System For Use Nationwide

As the Manager of Project Engineering and Quality Assurance for Wajax Industrial Components, Robert Holtforster is leader of the national team tasked with maintaining and consistently improving the quality of WIC's services.

With WIC continuing to grow through the addition of regional and local companies, management recognized the need for a more robust, flexible quality management system to ensure consistency and a continued high standard of service. The organization placed a priority on tackling known issues and enhancing the structure of its QMS, but was in need of a partner to offer expertise and to help carry the workload.

### The BRC As A Management Partner

Wajax Industrial Components was looking for a partner that could offer strategic advice, expert hands-on assistance, and a management-level partnership.

The BRC was an ideal fit, offering a dedicated consultant to lead the project, local experts to help implement, and a responsive, accessible management team.

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“From Day 1, The BRC has helped us to make sound decisions and execute on the details of our plan. Their project management and communication has been top notch.”

- Robert Holtforster  
WIC QA Manager



### CLIENT GOALS

- Re-structure ISO 9001:2008 QMS and expand to include locations nationwide.
- Review policies, procedures and workflow to maximize consistency and efficiency.
- Establish system for integrating new locations and training staff.
- Create partnership with subject matter expert for ongoing support.

# The Business Resource Centre - Case Study

Client: **Wajax Industrial Components**

## THE SOLUTION: A More Structured - But Flexible - QMS Rolled Out Across Canada

The BRC worked with WIC to create a plan that would strengthen its quality management system and address the requirements of all its customers. A dedicated BRC consultant worked with WIC quality staff to identify and resolve any customer issues, and then to integrate the best practices from different locations into an updated set of common processes and procedures. The revised system improved consistency of service across locations while still allowing WIC the flexibility to offer unique, localized services where needed.

With the ISO 9001:2008 QMS updated to reflect WIC's growth, focus has shifted to expansion of the system to new locations, training for staff, and continual improvement.

"Sustaining and improving our quality of service is an every-day focus for us," says Mr. Holtforster. "We have always had the commitment, and now we have an effective strategy, a comprehensive plan, and the right partner."

## What Does The BRC Offer?

The Business Resource Centre has been a trusted provider of training and consulting services in the areas of ISO, quality and management skills since 1996. Our team of experts works with organizations across Canada to implement systems, solve problems and train employees.

The BRC employs only the most talented professionals who share our philosophy of customer service and business integrity. We take the time to understand your needs - big or small - and create a customized approach that works for you.



**Trusted Experts**  
**+ Personal Service**  

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**= Higher Return on Investment**

## WHY THE BRC?

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"As a partner, The BRC delivers expert work, sound advice, and excellent value."

- Fred Achaempong  
VP - Operations & Business Systems

## THE PROCESS

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"The BRC helped us to set our strategy and create a plan, and is there to do the heavy lifting when we need them to. They are an integral part of our quality efforts."

- Robert Holtforster  
Manager - Project Engineering / QA

## THE RESULTS

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"Quality of service is a top priority, and The BRC's expert assistance helps us remain strong and reliable as we grow and improve our business."

- Michel Bouchard  
VP - Process Equip. & Engineering

FOR MORE INFORMATION: (888) 535-1401 | [www.thebrc.ca](http://www.thebrc.ca) | [info@thebrc.ca](mailto:info@thebrc.ca)