

Testimonial

“About 5 years ago, KGP Companies recognized an unprecedented opportunity ahead of us in the ICT industry and chose to act quickly to be a part of it. Since that time, we have taken steps to grow our business organically and through acquisition. With the acquisition of three companies and more than five times the number of employees, we have undoubtedly experienced growing pains. Integration of systems, people and processes has been challenging, but much less than it would have been without the structure we have in place through our TL 9000 certified QMS.

In fact, each of the companies we acquired was certified to TL 9000 at the time of purchase. Although certification to TL 9000 did not guarantee an issue-free integration, it provided assurance of documented processes, clear performance objectives and attention to resource requirements, which we drew upon as we expanded our operations and our customer base.

Our approach has been to select best practices from each operation and maintain one QMS. We maintain a single TL 9000 certificate with multiple certified locations. A common understanding of the quality standard across our organization, along with rigorous measurements and audit processes, has ensured compliance to our own requirements as well as those of our customers. As a result, we have very quickly aligned and validated critical elements of our business. This is an ongoing effort, and we are firmly committed to TL 9000 as we continue to manage change and drive performance improvement across our teams.

It's also important to note that our involvement in QuEST Forum has been critical throughout this period of time. As an active member, we not only stay current on the TL 9000 standard, but we also work directly with many of our customers and suppliers to further develop the standard, share best practices, and contribute to raising the overall level of quality and performance for our customers throughout the industry. Our investment in QuEST Forum has absolutely led us to a broader perspective on what is taking place in the industry today and what is to come, not only for KGP, but for our customers and supplier partners. Knowing where we are going allows us to remain relevant in our changing industry, and that is fundamental to our continued success.

TL 9000 and QuEST Forum are integral to our business and embedded in the fabric of our company. The overall growth of our business and our ability to remain in a relevant position is in a large part due to our involvement in QuEST Forum and our TL 9000 certification. With them we have a solid quality foundation, we have early credibility with new customers, we understand our own performance and how it compares to our peers, and we understand what is important to our customers. This has positioned us to pursue opportunities for growth, but more importantly has enabled us to both take great care of what we have and grow successfully through reliable performance.”



Trevor A. Putrah
President, KGP Companies