



“Because Service Matters”

25 years continual compliance to ISO 9001

The surveillance audit conducted for Hi-tech Tooling on 12th April 2017 marked an auspicious occasion as it moved the company into a very elite “club” – consisting of a very small number of businesses that have achieved 25 years of continual compliance to ISO 9001.



This is something that would not have been possible without the involvement and participation of all staff and the ongoing support of senior management. Manager Richard Tovey said “When first implemented the intention was to create a system that “was how we worked” and not a system that occupied a number of folders that were dusted off every year for an audit.”

Since Hi-tech's establishment in 1986 they have continued to expand their workforce, facilities and the Tooling and Precision Engineering Services provided to national and international customers.

Hi-tech Tooling was the first toolmaking company in Australia to be awarded Quality Assurance Certification in November 1992. They are presently accredited to ISO 9001:2008.

Hi-tech Tooling pride themselves on maintaining a practical, hands-on approach to daily business operation while utilising the assets of their employees to promote business growth. Offering design, tooling and production services, Hi-tech provides a range of tooling options best suited to the manufacture of product, including plastic moulded product and precision engineered components.

Hi-tech Tooling's quality system documents how the business works and to that end it is a document that is integral to the daily operations. When asked about their approach to certification, Richard Tovey said “Looking back I firmly believe that at no stage has this been a token gesture that ticks a box for some perceived customer requirement. Our system has been one of the contributors to our still being in business. Our quality system has evolved over the years and continues to evolve as our business evolves in these challenging times. Part of the success of our quality system has been the long term support of two external suppliers, Peter Lehrke our consulting quality manager and Sci Qual International our Certification Body from day one who while keeping us on our toes have always worked with us to ensure that the system works and remains relevant to our operations.

Ben White – General Manager Sci Qual International said “ it is a real pleasure to work with a company of the calibre of Hi-tech Tooling who are so committed to quality and understand the real benefits to their business and their customers from being certified to ISO 9001. We look forward to working with them into the future and contributing to their business improvement activities”.



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