



How RMS achieved ISO 9001 certification in 7 months with zero non-conformances, using Qualio

A UK medical equipment distributor built its first-ever quality management system from scratch and passed its ISO 9001 certification audit with zero non-conformances, in time for a critical public sector customer deadline.

Key results

0 non-conformances
at final certification audit

~7 months
to ISO 9001 certification

1 FTE spend
saved with Qualio

95% training completion
across a field-based team
within weeks

"I don't think it could have been much smoother. The feedback we had from the auditors was that they were impressed with how straightforward everything was in the system, and how easy it was to demonstrate compliance."

Scott Thompson, Quality Lead, RMS

Results

Before Qualio, RMS used shared drives, email, and institutional knowledge to manage quality processes. With a hard external deadline to adopt ISO 9001, RMS needed a QMS that could help get them certified fast and hold up under audit scrutiny.

"Even if we had hired one person full-time to work on this, if they were starting from scratch, the timeline wouldn't have been achievable. We've effectively saved a full-time head for a year to get to the stage we're at."

Scott Thompson, Quality Lead, RMS

How it works

RMS had historically operated under the quality processes of the equipment manufacturers it serviced. As the business shifted toward acting as a distributor and taking on end-to-end lifecycle responsibility, public sector customers began requiring ISO 9001 certification, on a firm deadline.

Qualio's ISO 9001 content pathway gave RMS a working framework of policies and procedures from day one, rather than starting with a blank page. RMS signed with Qualio in January, had the system built and onboarded by May, and completed its ISO 9001 certification audit within the same year, well ahead of its deadline.

The impact showed up in how quickly the rest of the team adopted the system. RMS onboarded its field engineers into Qualio's training module in late May and reached 95% training completion by its internal audit in early July. RMS passed the final certification audit with zero non-conformances and with auditors specifically calling out the strength of RMS's supplier management process.

"The feedback we got from the auditors was that, in particular, the supplier side of things was the area that we were by far the strongest, and they appreciated the strong traceability across Qualio."

Scott Thompson, Quality Lead, RMS

About RMS



Headquarters: United Kingdom



Size: 11-50



Industry: Medical equipment distribution and servicing



Frameworks: ISO 9001 (certified); ISO 27001 and ISO 13485 under future consideration

For more information please visit
www.qualio.com/product