

Darchem Engineering



In putting any new system into place, partnering with people who will understand your systems and processes can help to make sure that your implementation all goes according to plan. With more than 250 successful implementations completed to date, professional services from Gael Ltd enabled UK insulation system manufacturers Darchem Engineering to implement their Q-Pulse system effectively.

A division of Esterline Aerospace and Defence, Darchem Engineering is a world-class engineering company providing high-temperature solutions to industries including aerospace, automotive, nuclear and petrochemical.

In implementing Q-Pulse to help manage ISO 9001 and 14001 compliance at their headquarters in Stockton-on-Tees, England, the engineering company ensured best fit between their existing systems and Q-Pulse with professional services, including implementation and training from the solution's developers, Scottish software company Gael Ltd.

'From first contact, the service and support we received from Gael was exceptional,' explains Gary Jobling, Darchem's Technical Services Manager. *'Our product overview with Gael's application specialist let us see the system's full potential, and her knowledge and expertise gave us everything we needed to know about where and how Q-Pulse could support the systems that we already had in place.'*

'Gael drew on their considerable experience to help us make sure of a structured approach to our project. The implementation days and training enabled us to prepare our Quality, Environmental and Health & Safety systems for Q-Pulse's implementation, as well as to set up the system's structure in such a way that it was simple to maintain.'

'To make sure we set up the system in a workable manner, Gael also provided comprehensive information in setting up screens, formats etc., from which we were able to learn more quickly and easily than trying to do so ourselves from manuals.'

'We've now completed training for all users and we're moving forwards well with our implementation. We're using Q-Pulse across the site and are using the system more and more each day to manage our Quality, Environment and Health & Safety systems.'

“ **The service and support we received from Gael was exceptional.** ”

Gary Jobling
Technical Services Manager
Darchem Engineering

**For more information, contact us now on
+44 (0) 1355 593400 or at info@gaelquality.com, and
let us start taking the work out of your implementation today.**