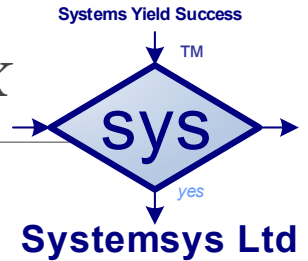


Systems Yield Success - iFEEDBACK



Systemsys Ltd

Improve your business with Training & Consultancy on Process based Systems & obtain third party Approval when required.
Some of our Customers and some of their recent feedback.

Arlington
Automotive



Daylight Systems



MERCEDESAMG
HIGH PERFORMANCE POWERTRAINS

Johnson Controls



CNC-Speedwell Ltd



Donaldson.



Electron
Technical Solutions



TGL
TIBBETTS GROUP COMPANY



ERLSON
Precision Components



TRW
Automotive



EXIDE



UNIFRAX

G
Goonvean
FIBRES

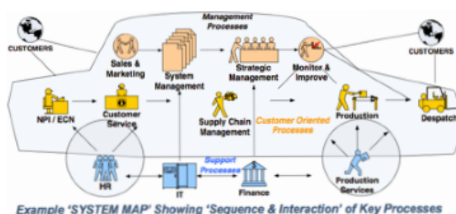
IMI
Precision Engineering

Welwyn

November 2016



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Brett Martin

“You obviously have a passion for systems and processes, and this comes through in a positive way in all meetings.

Your understanding of the relevant standards is superb, and you are able to communicate the benefits of clear systems in a pragmatic way. Consistency in auditing differing departments is a strong point, and it is good that you identify issues where processes are lacking substance as well as not being followed. You are good with detail.” ...

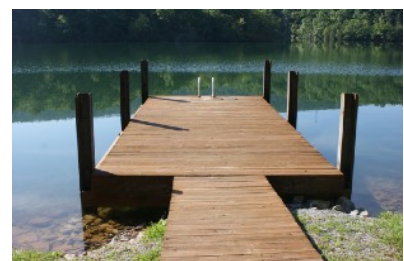
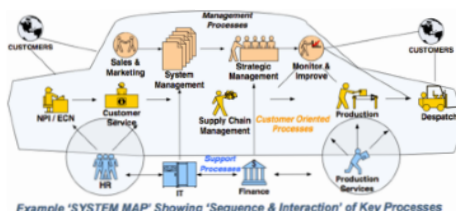
“With regards the help on 9001:2015, I really appreciate your patience in ensuring my full understanding of the standard’s requirements, and also all the work you do in transcribing our findings.”

Mr S.Challoner, Operations Manager,

Brett Martin Daylight Systems.



Daylight Systems



CNC Speedwell

“I believe we have benefited from the core tool training.

I constantly get good feedback from these courses where the majority of delegates feel the course is delivered and focused to enable the teams to implement the lessons in the real working environment, which we do with some considerable success”

Rob Lane, Quality Manager

CNC Speedwell

CNC-Speedwell Ltd

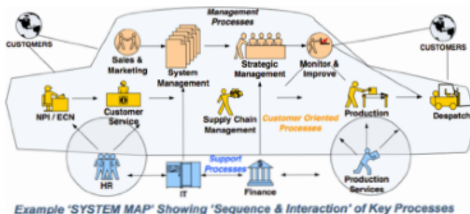


e2v

"My views of 'SYS's' service are:

- Good responsiveness and flexibility
- Excellent quality of information delivery (verbal & written)
- Experienced-based and authoritative question response."

Tim Discombe,
e2v



Electron

'SYS was recommended to us by one of our major customers.

Myself and two other delegates from Electron attended a course and found Alan's training to be of an exceptionally high standard.

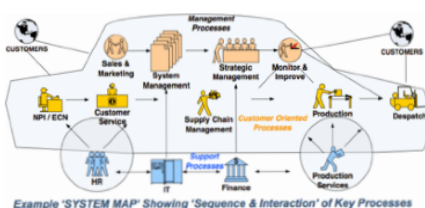
We chose SYS to help us become approved to the automotive standard ISO/TS16949 which was one of our main company objectives.

SYS helped us to modify, upgrade and simplify our quality systems and during our readiness review, **our third party assessor said that Electron was the best prepared company he had visited for a stage 1 review** - we had Alan to thank for that.



We find his wealth of automotive industry knowledge and experience invaluable.

We were then approved to ISO/TS16949 and without hesitation we would use SYS again in future should the opportunity arise.'

*Keith Anders, Quality Manager
Electron Technical Solutions Ltd*



“Courses were tailored to suit our company training needs, & used our own systems, data, information, forms etc. This gave us a more practical & valued added training experience than just using bespoke training course materials, case studies etc, that we have used in the past.”
 Barry Jones, Quality Systems Engineer

2015 16: CUSTOMER FEEDBACK FORM															
															
<p>The purpose of this form is to gather information on your perceptions of support provided. This will enable us to continue to improve future Training & Consultancy support.</p> <p>1. How would you rate the service that you have received from Systemsys Ltd?</p> <p><u>Excellent service received from Alan Keffler of Systemsys Ltd</u></p> <hr/> <p>2. What, if anything, was particularly good about the course(s) and / or support?</p> <p><u>Courses were tailored to suit our company training needs, and used our own systems, data, information, forms etc</u></p> <p><u>This gave us a more practical and valued added training experience than just using bespoke training course materials, case studies etc that we have used in the past</u></p> <p><u>Systemsys Ltd are always available for support on any systems related queries that we have and always give us good practical solutions, understanding of requirements etc. The new format newsletters offer excellent information and guidance on implementing the revised management systems standards etc</u></p> <hr/> <p>3. What, if anything, do you think could be done to improve Systemsys Ltd's support?</p> <p><u>None, Keeping doing what you do best.</u></p> <hr/> <p>4. Do you have any other comments that you would like to make?</p> <p><u>I first met Alan Keffler back in 2003 whilst attending a range of SMMT Industry Forum Seminars, Workshops and Training Courses, including the "Automotive Process Approach", to help me implement ISO/TS16949:2002 Automotive Quality Management System Requirements and related Automotive Core Tools requirements.</u></p> <p><u>Since then I have used Alan at my current and previous companies to deliver in-house training courses to help our transition to ISO/TS16949: 2009 and automotive core tools requirements</u></p> <p><u>Alan's expert knowledge, guidance and support over the years has been invaluable in help me in developing an effective management system and maintaining certification to ISO9001 & ISO/TS16949 Quality Management System requirements, across 2 companies.</u></p> <p><u>I would highly recommend Alan for your company training and consultancy needs</u></p> <hr/> <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>5. What is your overall satisfaction level?</p> </div> <div style="text-align: center;"> <table border="1" style="border-collapse: collapse;"> <tr> <td style="padding: 2px 5px;">Very Satisfied</td> <td style="padding: 2px 5px;">5</td> <td style="padding: 2px 5px;">4</td> <td style="padding: 2px 5px;">3</td> <td style="padding: 2px 5px;">2</td> <td style="padding: 2px 5px;">1</td> <td style="padding: 2px 5px;">Not Satisfied</td> </tr> <tr> <td></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td></td> </tr> </table> </div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <p>Your Name: <u>Barry Jones</u></p> <p>Your Company: <u>Erlson Precision Components Ltd.</u></p> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <p>Date: <u>May 16</u></p> <p>Thank you for your time</p> </div> <hr/> <p><small>Note: The above may be used in future marketing for sys. If you do not want your comments used, then please tick.</small></p> <div style="text-align: right;"> <input type="checkbox"/> </div> <p><small>Systemsys Ltd: Registered Office: 22 Alderman Way, Weston-under-Wetherley, Warwickshire CV33 9GB.</small></p> <p style="text-align: center;"><small>Registered in England & Wales. Company's registered number: 7379903.</small></p> <p style="text-align: center;"><small>Director: A Keffler, BEng, CEng. e-mail: alan@systemsys.co.uk Mobile: 07947 676705 April 2016</small></p> <p style="text-align: center;"><small>www.systemsys.co.uk</small></p>		Very Satisfied	5	4	3	2	1	Not Satisfied		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Very Satisfied	5	4	3	2	1	Not Satisfied									
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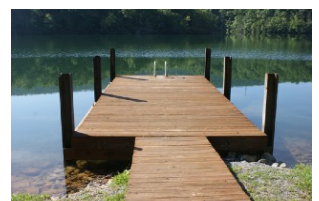
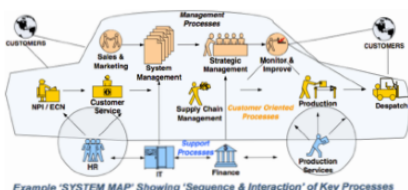
Goonvean Fibres

Alan Keffler (Systemsys Ltd) has been supporting Goonvean Fibres since 2005, providing TS16949 & ISO9001 internal auditor & systems training. This has been fundamental in raising & improving not only our awareness, but also that of our suppliers & sister companies who have joined training sessions. Our excellent external audit results over the years are testimony to Alan's expertise & skills.

A strong source of knowledge coupled with a pragmatic and enthusiastic approach, his courses inspire all those involved. This has been key in helping us develop our people, systems, and to realise the finer details and requirements contained within the TS standard. Excellent background support is also provided on an on-going basis via newsletters & updates providing a very valuable service for clients.

Robert Houghton, Quality Manager

Goonvean



“The overall service provided by SYS has been excellent in relation to the on-site Lead Auditor TS16949 course held (on-site).” Peter Brown, Quality Manager

2015 16: CUSTOMER FEEDBACK FORM




The purpose of this form is to gather information on your perceptions of support provided. This will enable us to continue to improve future Training & Consultancy support.

- How would you rate the service that you have received from Systemsys Ltd?
VERY GOOD, ALWAYS ADAPTABLE TO OUR COMPANY NEEDS.
- What, if anything, was particularly good about the course(s) and / or support?
THE FACT THAT IT WAS TAILORED TO OUR NEEDS.
- What, if anything, do you think could be done to improve Systemsys Ltd's support?
NONE
- Do you have any other comments that you would like to make?
ALWAYS HELPFUL AND INFORMATIVE.
- What is your overall satisfaction level?
Very Satisfied ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 Not Satisfied

Your Name: PETER BROWN Your Company: JOHN COTTON LTD,

Date: 16/05/2016

Thank you for your time

Note: The above may be used in future marketing for sys. If you do not want your comments used, then please tick.

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Registered in England & Wales. Company's registered number: 7379908.



Director: A Keffler, BEng, CEng. e-mail: alan@systemsys.co.uk Mobile: 07967 676705 April 2016, Issue 2.

www.systemsys.co.uk

JCI

“The overall service provided by SYS has been excellent in relation to the on-site Lead Auditor TS16949 course held The planning and delivery of the course coupled with the attitude of the trainer was widely acknowledged with a high course feedback score provided.” Roy Horden, Quality Manager

2015 16: CUSTOMER FEEDBACK FORM



Systemsys Ltd

The purpose of this form is to gather information on your perceptions of support provided. This will enable us to continue to improve future Training & Consultancy support.

1. How would you rate the service that you have received from Systemsys Ltd?
The overall service provided by SYS has been excellent in relation to the on-site Lead Auditor TS16949 course held in Q4 2015.

2. What, if anything, was particularly good about the course(s) and / or support?
The planning and delivery of the course coupled with the attitude of the trainer was widely acknowledged with a high course feedback score provided.

3. What, if anything, do you think could be done to improve Systemsys Ltd's support?
N/A

4. Do you have any other comments that you would like to make?
N/A

5. What is your overall satisfaction level?

Very Satisfied	5	4	3	2	1	Not Satisfied
	X					

Your Name: Roy Horden Your Company: JCI Telford
Date: 17.05.16

Thank you for your time

Note: The above may be used in future marketing for sys. If you do not want your comments used, then please tick. ☐

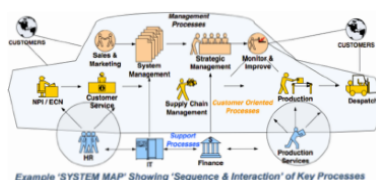
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Registered in England & Wales. Company's registered number: 7379908.
Director: A Keffler, BEng, CEng. e-mail: alan@systemsys.co.uk Mobile: 07947 678705 April 2016
www.systemsys.co.uk

Knorr-Bremse

"The feedback I have received from all new auditors is good, they all found the training very informative and enjoyable.

All have applied the techniques they were shown and continue to perform internal audits with excellent results."

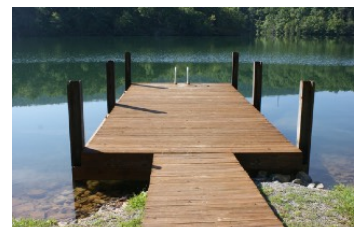
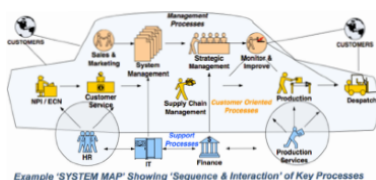
*Tony Willis, Quality Engineer
Knorr-Bremse - Systems for Commercial Vehicles Ltd*



NDE

Following a strategic decision to implement TS16949 at NDE, Alan Keffler (Systemsys Ltd) was immediately recommended by our sister company - Goonvean Fibres. Our initial contact with Alan was both helpful and supportive, and resulted in attendance of the TS lead auditors course hosted by an automotive supplier. This pragmatic approach of using a 'live' environment to help visualise and interpret the requirements of the standard along with Alan's detailed knowledge was key towards the success of our implementation approach. We have subsequently trained internal auditors and plan to further develop our team using Systemsys Ltd as we move forwards.

Chris Marchant,, Quality Manager,
North Devon Electronics Limited

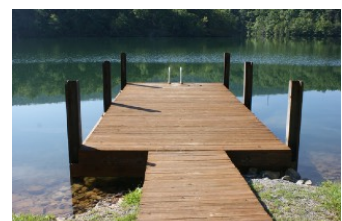
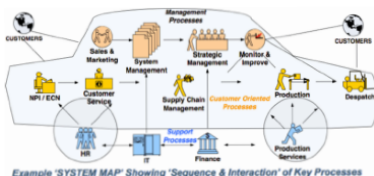


TGL

"The Systemsys process approach enabled us to link all the aspects of our business together."

"The training given was concise and delivered in a way which was easily understood by all staff within our Company."

*Gary Parkin, Operations and Quality Manager
The Tibbetts Group Ltd*



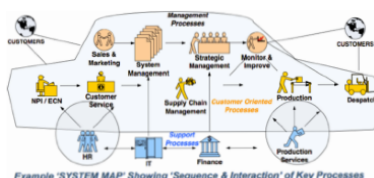
TI Automotive

"Good Technical Knowledge and working practices.

Ability to communicate and be understood.

Very satisfied with the service so far & hope to see you again for further courses."

***Pauline Maclean, Quality Engineer
TI Automotive***



“SYS are very customer focused, providing excellent customer service, consistently. Non prompted industry and standard updates are provided, and useful. Delivery of training material is effectively conveyed via expert knowledge. Any off line support for any queries is always promptly responded.”

Neal Blythin, Quality manager



The purpose of this form is to gather information on your perceptions of support provided. This will enable us to continue to improve future Training & Consultancy support.

1. How would you rate the service that you have received from Systemsys Ltd?

SYS are very customer focused, providing excellent customer service, consistently. Non prompted industry and standard updates are provided, and useful. Delivery of training material is effectively conveyed via expert knowledge. Any off line support for any queries is always promptly responded

2. What, if anything, was particularly good about the course(s) and / or support?

Pre delivery of any work shop, SYS invest the necessary time and effort in tailoring the course material to meet the needs of both the business and delegates. Course I have personally experienced have the right balance for theory and practical learnings

3. What, if anything, do you think could be done to improve Systemsys Ltd's support?

No obvious opportunities present themselves

4. Do you have any other comments that you would like to make?

I have and will continue to use SYS as a strategic provider of business training needs, technical and automotive support

5. What is your overall satisfaction level?

Very Satisfied ☒ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 Not Satisfied

Your Name: Neal Blythin

Your Company: Unifrax Emissions Control

Date: 12th May 2016

Thank you for your time

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Director: A Keffler, BEng, CEng. e-mail: alan@systemsys.co.uk Mobile: 07947 676705 April 2016

www.systemsys.co.uk

IMI Webber

"Clear, concise format.

Worked Examples.

Tutor has hands on experience.

Course Content reflects Real World."

*Martin Hemmings, Systems Engineer
IMI Webber*

