



IBEC - CBI
TRADE & BUSINESS DEVELOPMENT PROGRAMME

CEM Systems Limited

The company, its products, its customers, its environment

Controlled Electronic Management Systems Limited (CEM Systems) began life as a division of CEM Computers Limited. Following development of an access control system for Belfast International Airport, a management team led by Des Lowry bought out the division. The company manufactures access control systems and the software required to manage access to secure establishments. Customers include many of the major airports in the World, with over 60% of revenue generated outside the United Kingdom.

Quality systems and policy

CEM Systems is committed to Total Quality Management, with all employees aware of the quality requirements and objectives of the company. CEM has been awarded **BS EN ISO 9001**. The company has also been awarded **Tick-IT** certification, the standard governing software design and development. This represents a unique quality double for access control manufacturers.

Advantages of Quality

Quality cannot be quantified in financial terms. Certification is a customer requirement (you cannot be considered for many contracts without it) and does foster good customer relations. There are undoubtedly improvements in efficiency through the awareness of and better definition of processes.

Quality strategy for the future

The changes in ISO9001 leading to ISO9001-2000 will highlight the need for continuous improvement. The standard for data security BS7799, is being investigated as it is likely to become a customer requirement.

Company contacts

Mr David Murphy, Quality Manager
CEM Systems Limited
Unit 4, Ravenhill Business Park
Ravenhill Road
Belfast
BT6 8AW

Tel: + 44 (0)28 9045 6767
Fax: + 44 (0)28 9045 4535
E-mail: dmurphy@cemsys.com
Internet: www.cemsys.com

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DEVELOPING NORTH SOUTH SOFTWARE QUALITY NETWORKS

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