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Seven years after being formed: RAYLASE AG has been certified to DIN EN ISO 9001:2000

Throughout its relatively short history, RAYLASE AG, based in Wessling near Munich, has repeatedly demonstrated its innovative capabilities and customer focus. Its role as a pioneer in the market for modular components and units for deflection and modulation of laser beams is down to its outstanding technological expertise, which has already won several awards. Now, the company has also taken a step in the right direction at an organizational level. Last year, RAYLASE AG introduced a process-oriented quality management system in record time and was certified to the DIN EN ISO 9001:2000 standard at the end of the year.

Under the leadership of quality management co-ordinator Katharina von Jan, the project was initiated and run as part of her dissertation at Munich University of Applied Sciences. What is most remarkable is the short timeframe of less than 12 months that RAYLASE AG and von Jan needed to get from the idea to full certification. Von Jan is keen to point out that documentation and the quality management system (QMS) are precisely tailored to the company's specific circumstances.

The objective of introducing the quality management system and the subsequent certification was to make RAYLASE AG faster and more adaptive when it comes to responding to requirements in its business environment. The QMS means that instead of getting caught up in administrative issues, RAYLASE AG can respond immediately to requirements and suggestions from customers, suppliers, new legislation etc. The QMS is a RAYLASE system through and through, and it was verified and certified by the Munich office of the German accreditation and certification organization - "Verein zur Qualitätssicherung und Zertifizierung für den Mittelstand e.V.". The organization rated the company's policies and goals, as well as its personnel and training strategies, as exemplary. Now a certified company, RAYLASE AG operates globally as a system supplier of hardware, software and control cards for controlling and modulating laser beams. RAYLASE holds

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RAYLASE AG is a world-wide, trend-setting enterprise that develops modular components and assemblies to deflect and modulate laser beams and sells these internationally. Since its foundation in April 1999, RAYLASE has been facing the challenges in this field and supplying the market with innovative solutions. A global network of experienced specialists, external advisers, research and development facilities guarantee customers a range of products and services to the highest international standards.

patents for controlling and regulating the power of CO2 lasers. Another unique feature of RAYLASE AG is its range of products with minimum drift values and maximum speed.

The recent certification and the quality management it guarantees represent increased transparency both internally and externally. For business partners, process reliability means even higher quality products. Meanwhile, the new procedures make better use of the company's internal capabilities and shorten innovation cycles. To ensure prompt planning and implementation of minor product modifications, an electronic issue tracking system (ITS) has been installed.

For customers and business partners, RAYLASE AG's certification reinforces what they have known for seven years, and what a customer survey in November 2005 confirmed: RAYLASE AG is a reliable partner. The staff they come into contact with are extremely friendly and knowledgeable. The company shows flexibility in responding to requests in inquiries. The very best technical standards and optimized quality management provide a firm foundation for partnership that will stretch into the future.

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