



Date: 9th April 2013

To whom this may concern,

CCM Motorcycles is a family run company with over 40 years experience in manufacturing on and off road motorcycles for both the domestic and military markets. Being one of the last remaining motorcycle manufacturers in the UK, it is imperative that we continue to produce motorcycles with new and unique technologies.

As part of our strategy to produce a new adventure motorcycle for the UK and European markets, we decided to go for ISO 9001: 2008. As time was against us for our planned production date, we only had 3 months to gain certification.

As you can imagine, ISO is not an easy standard to acquire especially over a short period so we contacted the Northwest Automotive Alliance who recommended three Consultant companies for our tender. Smith's consultants clearly stood out as the best option regarding price, presentation, clarity of what was required and support from start to finish.

After my first meeting with Colin, it was clear that he understood our situation. Colin's experience from working for a number of manufacturing firms, not just in the UK but all over the world, reassured us that his knowledge of the manufacturing markets and hand's on approach was the right choice for us.

With Colin's assistance the process of gaining approval wasn't half as daunting as it could have been and in March 2013 we gained our Certificate of Conformance with zero none conformities.

We would definitely use Colin again for future certification and would have no hesitation in recommending Smith's Consultants to any other businesses whether small or multinational.

A great job Colin and many thanks from all at CCM.

Mr. Russell Clews
Production Manager



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