

# Case Study |



# adelaide belt & hose



## • Overview

Adelaide Belt & Hose, a family owned company, was founded in 1988 to supply vee belts and industrial hoses to the transport, construction, mine, quarry, agriculture, fuel, food & beverage, automotive, emergency services, marine and manufacturing industries.

In 2014 ABH decided to investigate becoming NATA certified to assist their clients with proof testing and certification of hose assemblies.



**Malcolm Amos**  
Managing Director



*"Adelaide Belt & Hose hired HDQ Consulting to assist us with improving our systems and procedures.*

*Greg's deep range of knowledge, talent and skills ensures our business stays compliant and continues to grow efficiently. I fully endorse HDQ Consulting and Greg - he is like a trusted member of our team."*

## • Challenges

There were several challenges with becoming NATA certified.

Firstly, NATA required ABH to update their old outdated ISO 9001 Quality Assured. As no staff member had the capability, ABH required outside assistance to update this system to meet NATA's requirements

Secondly, the timeline to create a NATA certifiable system and processes was very tight. Not only were new systems and processes required, but these also had to be implemented and tested for the NATA audit within nine months.

## • Solution

HDQ was engaged to assist ABH with their updating their Quality system and NATA certification requirements.

Although HDQ did not have experience in NATA certification, they used their expertise in business process development and creating management systems to understand what was required for the audit.

This led HDQ to review the company processes, procedures and systems, as well as to completely rebuild ABH's ISO 9001 Quality Management System. In addition, HDQ implemented a Safety Management System to complement the existing systems and ensure that the business is compliant with all the Work Health Safety Regulations and Legislation.

HDQ created the right systems in the business to get ABH NATA certified and ISO 9001 accredited.

HDQ worked closely with the team to help them implement the new systems and continues to support the business in monthly meetings to ensure ongoing Occupational Health, Safety, Management and NATA compliance.



## • Result

The result is that ABH was NATA certified on the first attempt and is the only NATA certified hose testing company South Australia. This means, ABH has a NATA endorsed testing laboratory that can conduct static and hydrostatic pressure testing of hose assemblies, to a wide number of Australian and International testing standards.

In addition, the Quality System is a solid system that is an industry leading system, providing consistent high-quality to all the products ABH supplies. What's more, the system is easy to use, fully structured and organised. ABH is also a member of the world-wide hose and fitting association "NAHAD", who use a range of standard guidelines for the assembly of hose and fittings.

Together these qualifications guarantee that all hose assemblies have been assembled, proof tested and tagged to the highest world standards. The result is a safer hose system with less onsite hose failures. ABH gives their customers confidence, that all hoses are professionally selected and built to meet strict specifications, for consistent quality and safety requirements.

