GEL Instrumentation Pty Ltd

Before implementing Quality Systems Toolbox, Gel Instrumentation relied on a traditional paperbased quality management system.





Gel Instrumentation, based in Brisbane, Australia, is an innovative manufacturing company specialising in geotechnical instruments for the civil and mining industries. With a focus on producing instruments for gassy underground coalmines, Gel Instrumentation holds intrinsically safe certificates for a range of products used both domestically and internationally. The company is also known for its expertise in data logging systems and telemetry



Third-party Lead Auditors who audit us often comment on the user-friendliness of the software. They say it's easy to use and understand. It's become a tool that not only keeps us on track but also earns nods of approval from other contacts who scrutinise our management system and processes

Gavin Langerak, Manager, Gel Instrumentation P/L

CHALLENGES

The company experienced many challenges, including:

- Document Control: Managing and updating documents in a timely manner was a time-consuming task, leading to the risk of utilising outdated work procedures or product specifications.
- Audit Trail: Establishing a clear audit trail for compliance activities was difficult, making it challenging to demonstrate adherence to the IEC 60079-11 Standard during Certification Audits.
- 3 Communication and Collaboration:
 With a paper-based system,
 communication between office,
 workshop and team members on
 remote job sites was inefficient, and
 collaboration on quality-related issues
 was often delayed.
- Resource Intensiveness: Being a typical SME with limited resources, dedicating personnel to manual paperwork diverted valuable manpower from more strategic operational tasks.

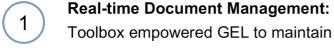
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SOLUTION

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Guided by CEO Gavin Langerak, Gel
Instrumentation transitioned its system to the
Australian developed SaaS compliance
management platform Quality Systems
Toolbox. This cloud-based platform centralised
business-critical work processes and system
documentation and records, aligning
seamlessly with the company's vision for
excellence.



real-time revision control over documentation, ensuring that all employees had access to the latest compliance procedures and standards.

Fully Documented Audit Trail:

The platform facilitated the creation of a robust audit trail, enabling GEL to confidently demonstrate compliance during Certification Audits.

3 Enhanced Communication:
Improved communication and
collaboration between geographically
separated team members became a
reality, fostering a more cohesive and
agile quality management system.

Resource Optimisation:

Task notifications and digitisation significantly reduced administrative burdens, allowing GEL to allocate resources more strategically, in line with Langerak's vision for operational efficiency.





With Quality Systems Toolbox seamlessly integrated into our operations, maintaining system records and accreditation to the IECEx Standard has become remarkably straightforward.

Gavin Langerak, Manager, Gel Instrumentation P/L

WHAT'S NEXT?

Looking ahead, Gel Instrumentation is well-positioned to adapt swiftly to changes in compliance requirements, ensuring a proactive rather than reactive approach to quality management.