

ISO 27001 Blended Audit: Case Study

Titomic Limited: Breaking barriers and securing future growth

01. Customer
Titomic Limited

02. Background
Titomic is an Australian public limited company specialising in industrial-scale metal additive manufacturing. Titomic's long-term roadmap includes key certifications as a way of entering the highly competitive and regulated global Defence and Aerospace industries.

03. Result
Following extensive on-site and remote audits, Titomic was certified against ISO 9001, ISO 27001, and AS9100. LRQA carried out the audits during a period of significant COVID-19 restrictions - this hybrid approach helped mitigate the risk while delivering the same outcomes and assurances for Titomic stakeholders.

Auditing to key certifications delivered by LRQA's blended approach enabled Titomic to overcome barriers to working within the Australian Defence and Aerospace sectors on sensitive, high-level projects.

Here, we speak with Herbert Koeck – Chief Executive Officer at Titomic Limited – about the role that a hybrid on-site and remote approach to auditing played in helping Titomic Limited meet its business-critical certification plans during the COVID-19 pandemic.

Why certification?

Titomic is an Australian public limited company specialising in industrial-scale metal additive manufacturing with high-performance metals using its patented Titomic Kinetic Fusion® technology. Titomic's long-term roadmap includes key certifications as a way of entering the highly competitive and regulated global Defence and Aerospace industries.

> LRQA was selected based on the depth of experience of their auditors in both ISO 27001 and AS9100."

While these certifications are crucial for this purpose, they are more than simply a means to an end for Titomic; the business seeks to be better. The standard are opportunities for cultivating a positive internal culture through the implementation and certification process, and delivering better outcomes for customers.

Although Titomic had previously achieved certification for ISO9001, the business sought to ensure the future growth, robustness, and continual improvement of its compliance program and turned to LRQA to achieve this.

Maintaining world-leading quality and information security standards

The first step for Titomic was to certify its quality management system (QMS) with ISO 9001 establishing a solid platform supporting the future growth of its compliance program. ISO 9001 is also a prerequisite for achieving AS9100, the QMS standard for the Aviation, Space and Defense (AS&D) industry, and ISO 27001.

ISO 27001 certification enables Titomic to demonstrate its historic commitment to maintaining good data and information security and improve the maturity and hardness of its cybersecurity posture.
"The ISO 27001 process lent itself to the remote audit process as our IT and cybersecurity teams were able to present information directly and efficiently to the LRQA audit team.'' Angela McGinness, Titomic Limited, Head of Business Systems, QMR.

The value of flexibility

LRQA enrolled Titomic in its new blended audit process approach. This takes elements of both physical in-person and virtual remote auditing, blending them together to deliver high-quality results. simply, quickly, and cost-effectively. The flexible nature of the remote audit process also meant that Titomic's staff members were only required to attend where necessary, leading to greater efficiency for staff members as they quickly returned their focus on their day-to-day tasks.

> "The collaborative approach between the Titomic team and the Auditors has translated into a robust and effective management tool and continues to support Titomic's strategic goals. Achieving ISO 27001 unlocked the entry barriers to Defence and Aerospace for Titomic and successfully delivered the certification objective identified within our strategic planning."

Herbert Koeck
CEO, Titomic Limited

Remote auditing – a 'seamless' process

The majority of Titomic's audits were delivered remotely with a core dedicated team attending all sessions. As the physical location of Titomic's staff members was not a delaying factor, interruptions were minimised, enabling a greater focus on the audit itself.
"The remote audit process facilitated Titomic achieving the strategic goals we had set, to break the entry barriers to regulated industries and external validation of our maturing posture in both traceability and data security." Angela McGinness, Titomic Limited, Head of Business Systems, QMR.

Why choose LRQA?

We're here to help negotiate a rapidly changing world, by working with you to manage and mitigate the risks you face. From compliance to data-driven supply chain transformation, it's our job to help you shape the future, rather than letting it shape you. We do this by delivering:

Strategic vision

Our technical know-how, sector expertise and innovative, forward-thinking approach will help you meet the challenges of today – and become a safer, more secure, and sustainable organisation tomorrow.

Technical expertise

Our people are sector experts. They bring with them a clear understanding of your specific challenges, standards and requirements – then deploy deep knowledge of certification, customised assurance, cybersecurity, inspection and training to help you meet them.

Global capability

Operating in more than 120 countries, recognised by over 50 accreditation bodies worldwide, and covering almost every sector, we can help you manage risk, drive improvement and build credibility with stakeholders around the globe.

Effective partnership

Every business is unique. That's why our experts work with you, to fully understand your needs and goals, and work out how we can best support them.

Fresh perspective

We have led the way in shaping our industry and continue to take every opportunity to collaborate with clients and pioneer new ideas, services and innovation.

Get in touch

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