

# Quality Matters

The Importance of Maintaining a Quality-Focused Mindset in a Quantity-Focused Environment

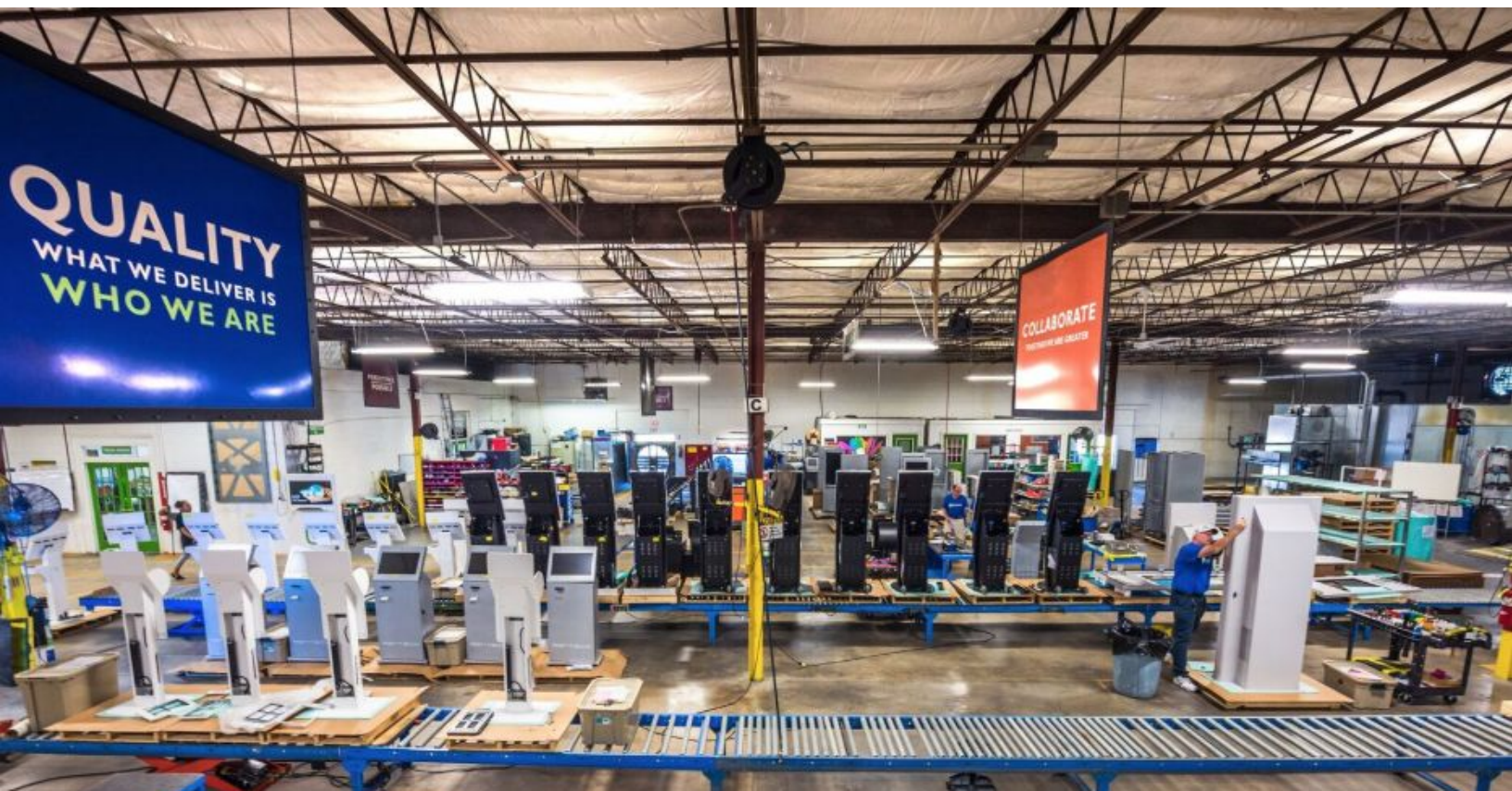
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# Quality Matters

## The Importance of Maintaining a Quality-Focused Mindset in a Quantity-Focused Environment

As self-service technology has continued to develop and evolve over the years, so has its demand and the ways in which it's produced. As this transition has occurred, some manufacturers have opted to forego quality in order to increase their output quantity. What many forget or fail to understand, however, is that the two—quality and quantity—do not have to be mutually exclusive. Similarly, in an environment focused on quantity, having a quality-focused mindset can actually be a key differentiator for those looking to purchase and incorporate self-service solutions. Here are some parameters to consider to ensure that you receive a long-lasting, high-quality solution while in the market for your next self-service solution.



# MANUFACTURING PROCESSES

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## VERTICAL INTEGRATION

Vertically integrated organizations own the entire process, from concept to completion, therefore they have total control over the products that leave their facility. Not only can vertically integrated companies ensure that all aspects of their product—from the smallest components to the final product—are of acceptable quality standards, but they can also deliver final products in shorter time frames and for lower costs than those who source different aspects of the manufacturing process from outside entities.



DESIGN +  
ENGINEERING



ASSEMBLY +  
INTEGRATION



EFFICIENCY



FABRICATION



STAGING +  
DEPLOYMENT



SCALABILITY

# MANUFACTURING PROCESSES

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## HIGH QUALITY, DURABLE MATERIALS

When it comes to overall quality of a self-service solution, the materials used to create the finished product play a key role. In general, more durable materials indicate a higher quality, longer lasting product. In the self-service solutions industry, that means using materials like cold rolled steel and aluminum to construct both indoor and outdoor units, rather than plastics. Additionally, powder coat finish, shatter resistant glass, and lexan laminated graphics can be applied by the manufacturer to improve a unit's durability.

## SPECIALIZED FOCUS

Quality is also largely determined by experience. Manufacturers who specialize in digital self-service solutions are constantly striving to stay abreast of the latest innovations. Many of them also invest their time and financial resources in bettering their manufacturing processes and procedures to ensure that their products remain among the highest quality offered. In general, those who have been in the business longer are more likely to fully grasp all that is required to create a quality product and the value that it brings.

# QUALITY CERTIFICATIONS

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## ISO 9001: 2015

While there are a number of quality standards to which organizations can certify, ISO 9001 is the most widely recognized international standard for Quality Management Systems. ISO 9001:2015 is the most current standard in the ISO 9001 series and the only standard in the series to which organizations can certify. Organizations use the standard to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements. Quality standards and certifications, like ISO 9001, can help hold companies accountable by ensuring that all aspects of the business meet specified quality standards, and it also makes it easier to identify those doing so. The ISO 9001:2015 certification, in particular, is based on 7 key pillars — customer focus, leadership, engagement of people, process approach, improvement, evidence based decision making, and relationship management. To ensure that companies are upholding the outlined quality standards, recertification takes place every 3 years.



# SAFETY COMPLIANCE

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## UL SELF-CERTIFICATION

In addition to quality certifications, manufacturers can certify in safety-related measures as well. The Universal Laboratories (UL) certification is one of the most well-known safety certifications. UL brings clarity and empowers trust to support the responsible development, production, marketing, and purchase of goods, solutions, and innovations. The certification focuses largely on making products safer to use—addressing electrical safety, fire risks, and other product hazards. Similarly to quality certifications, safety certifications, such as UL, make it easier to identify those creating the safest, highest quality products.



Despite the emphasis placed on quantity as demand for self-service solutions has increased, the value of a long-lasting, high-quality solution simply cannot be matched. Quality-focused manufacturing processes, quality certifications, a vertically integrated organizational structure, and safety certifications are all key indicators of quality-focused manufacturers.

As self-service technology continues to develop, and new players continue to enter the self-service space, it's crucial that businesses and organizations continue to make a point to seek out and select these quality-focused manufacturers to bring their self-service solutions to life.



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