

## CASE STUDY

# GEL Instrumentation Pty Ltd

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



**Quality Systems**  
Toolbox



## GEL Instrumentation

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:

- 1 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Managing and updating documents in a timely manner was a time-consuming task, leading to the risk of utilising outdated work procedures or product specifications.
- 2 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.
- 4 Resource Intensiveness:** Being a typical SME with limited resources, dedicating personnel to manual paperwork diverted valuable manpower from more strategic operational tasks.



## SOLUTION

---

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.

1

**Real-time Document Management:**

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

2

**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.

4

**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.