



Issue 64 - North East



Attract a different class of client



Sendrig Construction is a family run construction company, working with clients such as Durham University and local government. Sendrig expanded into landscaping and gritting services, and is now a leading property maintenance company.

Mr. Graeme Lee, Managing Director, explains why ISO certification became the next logical step for Sendrig, "By 2007 it was becoming more apparent that customers wanted a formalisation of their suppliers' systems and some sort of certification ISO kept coming up. It became increasingly difficult to reach the latter stages of tenders unless you had an ISO quality system in place." Sendrig were already doing a lot of what was required by the standard, but did not have the formal recognition which was causing them problems in terms of procurement of work.

Sendrig has since expanded into new markets, such as the NHS, requiring very high standards. This has led to work in other areas of the NHS network. Mr. Lee explains, "They are assured that your systems are in place, you are set up correctly and that they won't have to chase you around once you start a job for them."

"Our IMSM Assessors were excellent, they were extremely helpful. If we had any teething problems, they came out to our offices and went

through it all with us. IMSM were always there if we needed them or had any problems, but to be honest we found the system set up so user friendly that we found it really easy to use."

The ISO explained the formalised systems and so it assisted in the induction of new employees, explaining how they work and what is expected.

"Externally, it comes down to the procurement of work; we're always looking for more work. Winning contracts is such a large part of the company. ISO is also important because of the class of client that it attracts. It has opened up so many more work streams for Sendrig.

"Working with IMSM is really easy, they are very accommodating, with plenty of choice for audit dates and times - they do not dictate which day they are coming. Our Assessor and everybody we have dealt with at IMSM have never given us any problems. They just provided a great service!"

Quality at every level

Bespoke Concrete Products (BCP) is a bespoke pre-cast concrete and stone manufacturer, supplying custom made products to a broad spectrum of industry, servicing many Construction, Civil Engineering, Highway and Domestic projects.

BCP implemented ISO 9001 Quality Management; with most of the systems in place, they wanted something which assured their customers of their commitment to offering top quality products but also reassurance that their procedures are continually reviewed to ensure that they are the best they can be.

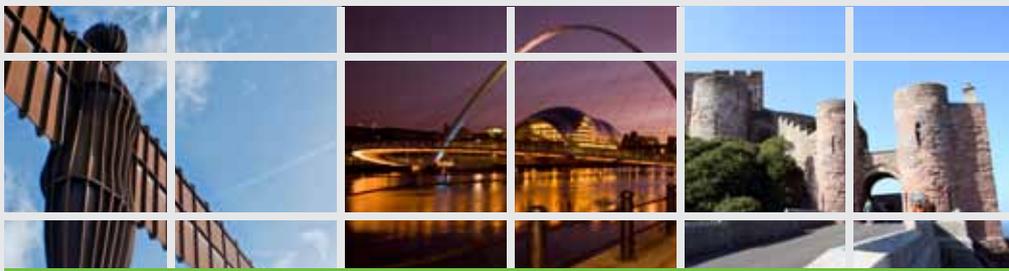
Mrs. Walton, Quality Representative, explains "Customers can be assured that all work is carried out to the highest level at every stage, from your initial enquiry, to the manufacturing process, through to delivery. Being ISO 9001 certified shows that we are a customer focused organisation, with good leadership, a systematic approach to management, with a highly skilled workforce and that we continually review and improve the service we offer."



BCP met their original goals, "It's much easier for everyone in the company to know and understand what we are doing.

"The standard has had a very positive effect on our business" Mrs. Walton continues, "Our ISO experience was very smooth and straightforward.

"Our MD was very impressed with the knowledge, advice and assistance offered at the initial meeting and this continued all throughout our dealings with IMSM."



Creating vitally robust and effective procedures

FileBase is an Information Management company that ensures corporate data is secure, in order and retrievable. Its comprehensive range of services encompass every part of the information lifecycle.

FileBase completed ISO 9001 Quality Management, ISO 14001 Environmental Management and ISO 27001 Information & Data Security, in just under a year.

FileBase had always had strict internal quality management processes, but decided to align itself with the externally audited, internationally recognised standards for two reasons: firstly, to reassure customers of its impeccable quality service and procedures, particularly vital given the high-trust nature of the industry, and secondly, the company decided to obtain these certificates in order to enhance its procedures, making them more robust and effective.



Mr. Wayne Ryton, Marketing Director, highlights how the ISO instills a certain level of client confidence; he comments, "Many of our public and private sector clients are ISO certified themselves and wanted confidence that their suppliers shared the same high standards." FileBase is currently the only Information Management Company in the North East with ISO 27001 Information and Data Security, an important competitive advantage that helps them to attract new clientele who want to ensure their information is managed securely.

Mr. Ryton concludes, "IMSM's guidance and support was invaluable. The whole procedure was logical and seamless. IMSM enabled us to carry on 'business as usual' whilst processes were changing and new procedures were being implemented. They delivered exactly what they said they would, on time and on budget, a refreshing change!"

Examining procedures and increasing overall success



Print By Laser (PBL) delivers a range of specialist, litho-printed products such as case note folders as well as bound books, die cut folders, NCR and brochures. PBL boasts an impressive list of clients including several NHS trusts, councils and hospitals. PBL believes that its reliability, customer service and value for money are attributed to its growth and success.

PBL acquired ISO 9001 Quality Management and ISO 14001 Environmental Management, mostly to satisfy the expectations of several of its clients. Aside from being good for business, the company found that encouraging employees to examine every procedure in detail equipped them to improve their performance and increased the company's overall confidence and success. Acquiring ISO 14001 also enabled PBL to maximise its energy efficiency and minimise its carbon footprint.

Mr. Chris Murley, Director recalls, "We had a lot of help setting everything up. Our consultant was extremely approachable; we felt that we could ask him anything at all. We really enjoyed working with IMSM and appreciate them helping us to grow from strength to strength."

Meeting supplier chain demands

Acorn Computer Recycling (CIC) is a computer retail and repair shop, specialising in PC repairs, upgrades and sales of ancillary merchandise.

Acorn decided to pursue ISO 9001 Quality Management because other companies had it and stipulated it as a prerequisite to do business with them. Acorn also believed that a Quality Management System would be a positive attribute for the company.

Ms. Tracy Lee, Units Manager, describes the impact of ISO, "Our original goals have been met. Our paperwork is all in place and done in

the correct manner now. The ISO logo is on all of our paperwork and advertising materials, we are hoping that this will continue to encourage more and more business."

The next step is ISO 14001 Environmental Management. "PC reuse & recycling, it all comes under the environmental heading.

"IMSM didn't lead us to believe anything that was or wasn't going to happen and I felt comfortable with them.

"At first it felt daunting, but we slipped in to the routine quite easily. Working with IMSM was easy and it only took just over a month. We had a lot of the paperwork in place, we just had to explain the processes we went through."