



Issue 87 - Central London



iso specialists



Accountancy firm sees value in ISO



Achieving ISO certification is not common among accountancy firms, but Grunberg & Co, an ever-expanding London-based practice, saw the advantages it would bring and took the decision to go ahead.



Grunberg & Co - chartered accountants, financial therapists and business challengers, with four directors and 35 members of staff – have successfully attained ISO 9001 certification in quality management within just three months and with the help of IMSM.

"ISO isn't something accountancy firms regularly go for, but we could see the value in having an ISO certificate", said Managing Director Robert Bean.

"It sets us apart from other similar sized firms and potential clients will be sure our standards are high without just having to take our word for it."

Robert and his co-directors decided on ISO 9001 as the most appropriate certification for their firm and with strong procedures already in place, it would also be the most straight-forward. IMSM was already known to the company and so they were happy to engage its services to help with the certification process.

Robert took the lead in the process over the course of three months when Grunberg & Co's policies and procedures were looked into. Apart from minimal

tweaking where necessary to ensure they complied with ISO 9001 and to complete the process, a definitive manual was produced for all to follow.

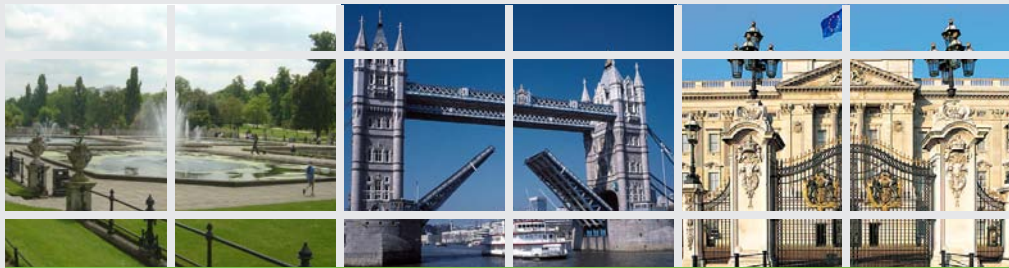
Now the firm has regular internal audits to ensure it remains compliant as well as an annual external audit to ensure the certification continues.

Now that clients and contacts have been informed via the company's newsletter Grunberg & Co are keen to hear client feedback. Staff have been kept up-to-date and all see the positive value of ISO for the company.

"We're delighted to have achieved ISO 9001 and it was a relatively straight-forward process. I am sure it will add significant value to the firm for both clients and staff."

www.grunberg.co.uk

Email: enquiries@imsm.com Web: www.imsm.com



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Making your Mark

Oliver Marketing specialises in providing bespoke, on-site creative agencies that maximise their clients' marketing budgets. Clients include REED, Britvic and AXA Insurance, the company has twice been featured in The Sunday Times' list of the top 100 fastest growing companies in the UK.

"We've been very happy with the service we have had from IMSM. We have exceptionally high standards and expect the same of the companies we work with."

Contracts which Oliver Marketing tenders for can run into millions. "Here at Oliver Marketing we have recognised that ISO is becoming increasingly the industry-standard within the marketing sector," said Simon Weaver, Chief Operating Officer. "So having these certifications is something we are required to do, as well as something we want to do."

Simon continued: "As Oliver Marketing outsources a significant amount of print production for clients, we have always been insistent on the very highest standards from our suppliers. We believe this certification demonstrates our commitment to the very highest management processes and environmental practices."

www.oliver-marketing.com

Win valuable tenders



The desire to win tenders and reduce its environmental impact spurred Agent Orange to go for ISO certification. Agent Orange specialises in providing clearance and cleaning services to local authorities and housing associations.

Director Gulliver Hill said the company looked into ISO when it was becoming a minimum requirement for clients. "Increasingly, in the tendering process, having ISO 9001 was becoming a requirement. We looked at three providers and picked IMSM, not only did they fit with our costs but their system seemed to involve less administration."

Agent Orange attained ISO 9001, and then went for ISO 14001. "Environmental impact was becoming very important to our clients, as well as to us," said Gulliver.

"Undoubtedly, without ISO we wouldn't have a business as we would have been ruled out of any tendering process."

Agent Orange then attained BS OHSAS 18001. "We work in a difficult industry so health and safety for our staff is paramount, and this is also an area increasingly being identified by our clients," Gulliver said.

www.aoe.uk.com

Plant yourself Firmly with ISO

15 year old plant hire company H McGovern & Son's clients include Balfour Beatty and Heathrow Airport. They worked on the Olympic Park and are also involved with the London Gateway port and Crossrail.

"Our projects can run from £1m to £750m, increasingly invitations to tender require ISO," said Health & Safety Manager Liam O'Gorman. "It was an obvious route to go down. We selected IMSM because they could provide a very good service."

"We were very impressed with the way IMSM handled the ISO, they helped us to adapt and tweak processes we already had in place to make sure we were compliant."

"There are many ways in which we are trying to be greener, such as using biodegradable hydraulic oil and longlife engine oil, as well as plant with lower emissions," he said. "Doing our bit to help the environment is very important to us and increasingly to the people we work with. We will definitely be asking IMSM to help us with 14001 & 18001."

www.hmcgovernandsonplanthire.com

Email: enquiries@imsm.com Web: www.imsm.com

