

Case Study – Nature of Project



COST EFFECTIVE TRAINING AND CONSULTANCY
FOR BUSINESS IMPROVEMENT

Client Name – St Annes Contractors
Location - Blackpool

"we found the process delivered from RKMS to be a professional and pain free experience which also enabled us to continue with our daily activities without any disruption, the end result has been a highly effective electronically integrated management system which delivers fully understandable results with specific identifiable areas for continuous improvement, which has been essential for business development and improvement"



ISO Team

John Keen - RKMS
Lisa Eden – St Annes Contractors Ltd

Project Objectives

To add ISO14001 and OHSAS18001 to an existing ISO9001 management system.

Background

The Company had held ISO9001 for several years and already provided services to Housing Associations however they had identified the growing need for additional certifications such as ISO14001 and OHSAS18001 and wanted to achieve certification to these standards before it became compulsory.

The Company had some reservations as they had previously run two ISO9001 management systems implemented by other consultants and found them difficult to understand and maintain.

Assistance Provided

An initial review was undertaken which provided a framework for implementation. A gap analysis was performed which identified that the Company were already mainly compliant with the requirements of the standard although they had not formalised procedures.

The consultant worked with SAC to assess activities and document processes around what was actually done by the Company, this ensured understanding of all the requirements. Training in the use of the system was provided.

The consultant noticed that the Company were not getting a particularly good deal from the existing Certification Body and advised on a new Certification Body.

Outcomes

The Company achieved certification to all three standards at the first attempt and the system now in place is being maintained and the Company find it easier to maintain three standards than previously just ISO9001. The Company continue to gain new business due to the fact they hold certifications to these standards and have recently almost doubled their workforce to meet customer demand.

