

Case Study – Integrated Quality System



COST EFFECTIVE TRAINING AND CONSULTANCY

FOR BUSINESS IMPROVEMENT

Inter City Cleaning Services Ltd –
Stockport

“The consultants from RKMS provided me with practical advice and guided us through the requirements with a no nonsense approach which made the whole application for accreditation a lot easier “

Lynne Barton, Finance & Administration Director



ISO Team

Trudie Newhouse – RKMS

John Keen - RKMS

Lynne Barton – Inter City Cleaning Services Ltd

Project Objectives

To assist the company with the implementation of ISO9001 & ISO14001

Background

Inter City provide a range of cleaning services to a wide variety of business sectors, including; Commercial office cleaning, Residential, Manufacturing, Retail, Leisure & Education.

The company had recently been unsuccessful in a number of tenders for larger contracts and Local Authority work due to being unable to satisfy the pre-qualification requirements of a UKAS certified quality and environmental management system. Obtaining ISO9001 and 14001 was seen as a key strategy objective in order to enable the company to grow and compete with other major players in the contract cleaning sector.

Assistance Provided

The Company had established quality procedures although no formal controls or management systems were in place.

Assistance was provided to implement a management system to ISO9001 & 14001 requirements. Additional support was also provided to assist the client in their CHAS application.

Outcomes

The company were successful in achieving certification to ISO9001 & ISO14001 via ISOQAR a UKAAS accredited Certification Body at the first attempt.

Since achieving the standards the company have seen an improvement in success during tendering process and have recently landed a contract in the Public Sector to the value of £0.5M as a direct result of achieving these standards.