

Background and Problem

A few months before the termination of registration of companies to the old quality standard of ISO 9002:1994, the Administration Controller of this Engineering Consultancy company realised that no action had been taken to carry out regular internal audits and to upgrade the quality system to meet the ISO 9001:2000 standard.

The company needed to carry out regular internal audits and to install a Quality Management System to the new ISO 9001:2000 standard.

Actions Taken

In reviewing the Quality System in place, it became apparent that the opaqueness of the system was a major inhibiting factor in the day-to-day application of the system.

The shortness of the timescale available required that immediate action be taken to update the Quality Manual to meet the latest standard.

A programme of internal audits was initiated as soon as the first draft of the revised Quality Manual became available. The implicit 'continual improvement' requirement of the latest standard was employed to bring the Quality Management System closer to a smoothly running process that would be of benefit to the company.

During the review of the various business processes, necessary to allow the production of the Quality Manual, it became apparent that minor changes to the company structure would bring major advantages in the running of the company.

The Result

In spite of the very short timescale, the external audit resulted in the company being upgraded from the old standard and being registered for ISO 9001:2000.

The minor changes introduced, gave all members of the company a greater involvement in how the company was run. It also gave the Managing Director objective management information and more time to think strategically and to follow his main interest i.e. engineering consultancy.

If you want to find out more about any of the areas covered in this case study and how we can support your business – contact us today.