

# Nationwide Windows & Doors has consolidated the certification of many of its standards with BSI, proving its commitment to quality and best business practice

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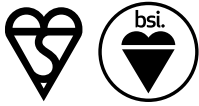
**Chris Costall**  
Compliance Director,  
Nationwide Windows & Doors

## At a glance

With a heritage spanning three decades, Nationwide Windows & Doors is one of the UK's leading window and door manufacturers/installers, with particular expertise in fenestration partnering within the social housing and new build sectors. During its history, the company has achieved multiple certifications including management systems and product standards. This allows the company to meet obligatory legal and industry requirements and demonstrates its commitment to best business practice and robust standards of product quality and safety. Ultimately, certification gives Nationwide Windows & Doors an important edge over rivals in a highly competitive industry.

## Certification benefits:

- Demonstrate high-level product performance and reliability
- Show company-wide commitment to best practice in quality management, health and safety and environmental management
- Meet legal and industry requirements
- Facilitate tenders
- Strengthen bids and exceed client expectations
- Drive business improvement
- Provide competitive advantage.



## BSI Case Study: Nationwide Windows & Doors

### Certification: Multiple BSI certifications

#### Customer background

Nationwide Windows & Doors was established in 1986 to manufacture high quality PVC-U windows and doors for its then sister company Future Homes, and the local Midlands building community. In 2007, following the retirement of the original owners, Managing Director John Whalley and Operations Director Daryl Cashmore led a management buy-out, and have since achieved double-digit percentage growth year-on-year. The company has expanded both its product portfolio – to include integrated sealed units, conservatories, aluminium doors and windows and curtain walling – and also its reach across the UK, where it now works with many of the country's leading housing associations, local authorities and house builders. With its head office in Rugby, the award-winning business now has a workforce of over 300 people across its network of five depots nationally.

Nationwide Windows & Doors holds certification to three key management standards: ISO 9001 (Quality); ISO 14001 (Environmental Management); and BS OHSAS 18001 (Health and Safety).

In addition, the company holds a BSI Kitemark for a range of product standards, including: PAS 24 (Enhanced Security), held separately for both its windows and doors; BS 7412 for windows and doorsets made from PVC-U extruded hollow profiles, also held separately for both its windows and doors; BS 8529 for domestic external composite doorsets; and BS EN 1279 for insulating glass units.

Nationwide Windows & Doors also holds a CE marking certificate for BS EN 14351 for pedestrian doorsets for escape routes.

#### Why certification?

In some cases, certification is a non-negotiable requirement of Nationwide Windows & Door's customers. As Chris Costall, Compliance Director, explains, "Many of our clients are Registered Social Landlords operating in the public sector via local authorities and housing associations and have a minimum requirement that suppliers hold ISO 9001. Our tender would not progress past the initial stage without this certification, so it is effectively an entry ticket to the process."

Pre-qualification questionnaires (PQs) used in the construction industry by, for example, housing associations and builders of new homes are equally driven by certification. "We simply have to ensure our products and services meet, if not exceed, minimum industry standards," says Costall.

He adds, "But the other key driver for adopting standards has been to make us better as a business. They drive best practice and help us to stay one step in front of our competitors."

#### Benefits

By utilizing the 'Plan, Do, Check, Act' methodology that runs through the core of both its product and management system standards, Nationwide Windows & Doors has been able to make significant improvements to its products, as well as enhance the efficiency and effectiveness of its systems for managing quality, occupational health and safety and environmental issues.

The company's commitment to certification demonstrates to all its stakeholders that it takes every aspect of its business seriously. "It shows that quality is delivered in everything we do, so that we not only meet our clients' requirements, but exceed their expectations," says Costall.

He cites the example of a recently-won tender for a large housing association, where feedback from the client confirmed that one of the fundamental reasons for Nationwide Windows & Doors being appointed ahead of its competitors was its emphasis on standards: "They commented that this shone through because of our product and management system certification throughout all areas of our business."

#### Implementation

Creating the right culture is one of the greatest challenges for any business, and Nationwide Windows & Doors has used its standards journey to help build a culture of awareness among all employees of the importance of quality, health and safety and the environment. "These areas require a company-wide commitment," says Costall. "It's an ongoing process requiring leadership from the top and a significant investment in training, and our standards play a key role by providing a firm framework and demanding a consistent approach."

In the past, another major challenge for the company used to be the excessive amount of time and cost involved in auditing its many standards because it was using multiple certification providers. "We had numerous audit days and certain sections of the business were being audited repeatedly," says Costall. This was undermining the morale of staff who were being asked similar sets of questions by several different auditors."

To solve the problem, the company decided to bring certification over to BSI from other certification bodies, making BSI its main auditor. As a result, BSI has been able to audit multiple standards simultaneously, reducing the number of audit days on site and making estimated financial savings for the company of more than 21%.

"Consistency of auditor has also enabled more in-depth understanding of our business, resulting in a more effective and targeted audit," says Costall. "BSI is now taking a much more holistic approach. It looks at us as an entire business, understands our requirements and works with us to generate a bespoke package to meet our needs."

#### Why BSI?

Costall says the strength of the BSI brand made it the company's business improvement partner of choice. "BSI is so well known and publishes so many standards – who could be better placed to audit and certify our standards?" he asks.

Nationwide Windows & Doors values BSI's UKAS accreditation, which provides the reassurance that a BSI certificate holds substance. "We know our certification company undergoes similar rigorous audits as we do to ensure the relevant standards are met and we get good customer support from all our BSI contacts, including sales, technical, certification, product testing and onsite auditing."

BSI will again be on hand to assist Nationwide Windows & Door's next step – the transition to the revised ISO 9001:2015 and ISO 14001:2015 standards.

Costall concludes, "Standards ensure that we meet our legal and client requirements, but they are so much more than this. By really embracing standards, we are constantly improving our product, service, the health and safety of our workforce and our environmental performance. They are vital in driving our business forward."

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