

ISO 9001



Alan Bradshaw and his business partner Thelma Grimshaw have run their property-maintenance company ALLDUN since 1995. The Bedfordshire-based business achieved ISO 9001-certification in October 2003. Here, Alan highlights some of the main benefits compliance with this hugely popular quality-management standard has brought

“Earlier on in my career I had been a quality director for an engineering company. So when we set up ALLDUN, providing a high quality service was foremost in my mind.

At first we just followed good quality-management principles, but eventually we decided it would be more beneficial to implement the ISO 9001 standard fully and seek certification.

To begin with, I didn't realise that it would be cost-effective for a business as small as ours to register for certification, but I asked a few questions and discovered it would be.

When we did get certified, the process took only two months – a sign that we were already doing a good job. It was a real thrill to hear an outside auditor saying that we met the requirements.

The ISO 9001 quality-management standard is extremely flexible. It is all about looking at what you are doing and comparing this with what you are trying to achieve. It doesn't matter whether you offer products or services, providing there are defined processes you can measure.

I would recommend that any small business should consider implementing ISO 9001. If you don't know how you are performing and where your money is being spent – how can you become more effective?

I would say it is always important to shout about having quality standards in your business. Following the operating principles of ISO 9001 has led to our being able to provide better customer service, which, in turn, has led to more repeat business and recommendations.

We were also awarded the title of 'British Small Business Champions – Central Region 2004' – an award that recognises the quality of the services we provide.

I think being able to say we are ISO 9001-compliant also proves to our bank manager, accountants and others that we take our business seriously.

Many people think business is all about focusing on money. But, I say, if you look after the business and its reputation – the pounds look after themselves.”

To find out more about ALLDUN visit www.alldun.co.uk



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What is ISO 9001?

Part of the ISO 9000 family, the most commonly used international standard. BS 9001 provides a framework so that all businesses can implement their own quality-management systems for the manufacture and supply of virtually all products and services.