



Three certificates in 12 months take Britannia Construction from compliance to performance, with BSI and Entropy™ Software

“Can compliance become performance?” That’s the question we set out to answer when we started the journey to gain three certifications within one year. Now successfully at the completion of the process inside of our target programme, the answer to our question, from the viewpoint of staff and clients is that compliance really can add to performance.”

Kevin Harris
Compliance Manager,
Britannia Construction Ltd

Customer objectives

- Recognition as a world class business
- Drive efficiency by saving time, money and resources
- Meet high industry standards and demonstrate compliance
- Work with a trusted global certification body
- Demonstrate best practice at pre-qualification stage
- Improve operational performance

Customer benefits

- External verification of commitment to high quality and reliable service
- Maintain a consistent performance
- Increased opportunity to win new business
- Company vision partnered with a trusted global brand
- Greater efficiency at pre-qualification stage
- Improved efficiency Real time information and powerful reporting (using Entropy Software)

Customer background

Britannia Construction is a civil engineering, construction and specialist minor works contractor with over 50 years in the industry with a turnover of circa £25m. Its vision is to be a specialist civil engineering and construction business, offering world class innovation, sustainability and delivery with a 'Local' customer focused service. Taking ownership, creative thinking and a focused customer service enable Britannia Construction to deliver on its vision values.

With over 100 fulltime staff and up to 350 subcontractors at any one time, the company's combined specialisms enable them to offer a wide range of disciplines including new build, fit-out, restoration and refurbishment as well as a comprehensive range of civil engineering services. Based in Cheltenham, they work throughout the South West, Central South, Midlands and South Wales focusing on the retail, commercial and industrial sectors, infrastructure, highway works, environmental management, leisure, education, public realm and mixed use development.

Customer needs

Britannia Construction had already implemented three management systems which were fundamental to their business: Performance Management, ISO 9001, Environmental Management, ISO 14001 and Occupational Health and Safety Management, OHSAS 18001. Implementing these management systems allowed the company to control and improve efficiency in key areas which have an impact on the sustainability of the business. "It has provided a structure for doing things properly, allowing us to systemise and standardise in order to be more efficient and effective by using validated methodologies that lead us toward the achievement of our objectives."

With clients demanding more at the pre-qualification stage and the ability to win work becoming difficult without gaining certification, Britannia Construction sought certification from BSI, a UKAS accredited body in order to help them overcome these challenges.

The organization recognised that to be a world class, innovative, sustainable,



Graham Pickersgill and Kevin Harris of Britannia Construction

customer focused business they had to work with the best. They also wanted a more efficient way of working to save time, money and resource, improve operational performance and become a consistent performer in their sector.

Implementation

Britannia Construction started by building a new compliance team to drive the delivery. This was further enhanced when they purchased BSI's Entropy Software, providing a robust software management system that would act as the hub in reducing cost and effort needed to proactively manage risk, performance, and environmental standards.

Entropy software supported the ambitious timeline of achieving certification to ISO 9001, ISO 14001 and OHSAS 18001 in just 12 months.

Initially there was some scepticism over whether a software solution was needed to support the organization on its certification journey, however it is now being used across the whole of the business by every member of staff on a daily basis, giving real time information and powerful reporting.

Why BSI?

Britannia Construction chose BSI as they were looking for a certification body which fitted their vision of world class. "BSI are the Gold Standard."

"The fact that BSI has been in existence for many years means they are one of the largest and most experienced certification bodies you could ever find. As a result we achieved the most from our assessment and certification with the least disruption and cost to our operations.

By getting assessed and certified by BSI we are demonstrating our commitment to

best practice, efficiency and sustainability. We're showing our clients, partners and shareholders that we meet the highest industry standards of excellence.

The professionalism and response of all BSI staff and the use of industry specialists during the audit process meant that they spoke our language, adding significant value to our certification journey. We can now tell our clients, partners and stakeholders we meet the highest industry standards, joining over 90,000 business locations which have been certified by BSI around the globe." Said Kevin Harris

Next steps

For a company like Britannia Construction, dedicated to proving things are done properly and with due care and attention, gaining certification for three management systems has been a natural step in the quest to deliver quality and reliability.

Now these systems are in place, it doesn't stop there. An integral part of all three management systems is the framework of 'Plan, Do, Check, Act'. This means that as the business grows, the processes are in place to enable the company to continually improve and meet the needs of clients. BSI's assessors will visit on an on-going basis to assess and prove these standards are continually met.

To find out how BSI can help your business make excellence a habit:

Call: +44 (0) 845 080 9000

or visit: [bsigroup.com/certification](https://www.bsigroup.com/certification)



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+44 (0)845 080 9000
certification.sales@bsigroup.com
bsigroup.com