



ISO 9001 – Quality Management System

CASE STUDY MAURICE PHILLIPS CONTRACTS LTD

Summary

Needs

- Streamlined processes
- Enhanced business performance
- Improved business efficiency
- Independent assurance of reliability and efficiency

Benefits

- New business opportunities
- Increased profits
- Client peace of mind
- Improved customer relations
- Simplified processes
- Enhanced productivity
- Increased staff motivation
- Reduction in debtor days

Background

Maurice Phillips Contracts is a privately owned company based in London. The company has built its reputation in the healthcare, education, leisure and custodial markets by providing quality products and excellent service to customers for over 70 years.

The origins of the company date back to the 1930's, supplying linens, textiles and uniforms to the health service. As the linens and textile market became more commodity orientated, the company began to develop a branded portfolio of products. In 2002 the Agua brand was created to encompass a collection of waterproof upholstery fabrics.



Agua comprises a range of high performance fabrics that are colourfast to sunlight, waterproof, anti-fungal, fire retardant and durable. Consequently they are regularly specified for use in hospitality, healthcare and cruise ship environments.

Customer Needs

Maurice Phillips Contracts identified the need for a formal quality management system to streamline processes and improve business efficiency.

The company chose to implement ISO 9001 because it is the world's most established quality framework. ISO 9001 seemed an appropriate means to demonstrate that Maurice Phillips Contracts had processes in place to monitor and improve performance in the purchase and supply of textile products in their expanding product portfolio. ISO 9001 certification also provided independent assurance of reliability to customers.

ISO 9001 is a quality management system standard designed to help an organisation fulfill its potential by encouraging and enabling a complete understanding of internal processes. Almost 900,000 organisations are certified as being compliant to the standard in 170 countries worldwide. It sets the standard not only for quality management systems, but management systems in general and helps a wide variety of organisations to succeed through improved customer satisfaction, staff motivation and continual improvement.

Maurice Phillips Contracts made initial investigations at the end of 2007 with the process getting underway at the start of 2008. The first certification was achieved in September 2008 and then extended in January 2009 upon review.

Benefits

ISO 9001 certification is becoming a pre-requisite for many customers. Certification therefore meant new business opportunities and increased profits for Maurice Phillips Contracts.

Adhering to the ISO 9001 framework enabled the company to simplify some internal processes and improve efficiency. For example, the retrieval of data needed to follow up customer queries was made easier and quicker leading to improved customer relationships. Regular reporting on debtors reduced debtor days by five, which also impacted positively on cash flow.

By introducing the practice of minute keeping business meetings became formalised which kept the management team focused on their objectives and helped with supplier negotiations. Highlighting the significance of key performance indicators also boosted internal motivation to achieve and improve results.

Maurice Phillips Contracts acknowledges that changes to internal systems and processes were initially met with some resistance. Staff had concerns about the potential increase in administrative duties. However, benefits soon became apparent once the new systems were implemented which assisted with staff buy-in. Involving staff in the development and implementation also helped.

"Our staff have welcomed the implementation of a consistent and documented approach and it is evident that the management system has added value to our daily operation. ISO 9001 has given us a framework for continual improvement and therefore we are able to conduct our business in a more effective and efficient way," confirms managing director, Suzanne Ralton.

BSI's Role

Maurice Phillips Contracts selected BSI as its certification partner due to the reassurance that BSI's market-leading position and brand reputation would give to its customers. The company is now considering working towards the environmental management system, ISO 14001 and is keen to work with BSI again.

BSI

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