

ISO 9001 – improving financial performance



'ISO 9001 has verified and improved our processes and more importantly has formalised them in writing.

The improvements achieved are pinpointing the areas to be improved and we are seeing the financial savings and more importantly in reducing the number of errors we are reducing the amount of time / cost spent on resolving them."

Andy Page, Technical Director
Complete Pool Controls Ltd

Customer needs

- Reduction in time to complete tenders
- Focus on customer satisfaction

Customer benefits

- Improved processes
- Defined ways of working
- Reduced costs
- Reduced number of errors
- Improved staff engagement
- Improved business reputation
- Reduced time to complete tender documentation

Why certification?

Complete Pool Controls Ltd is a leading independent company, employing 30 people, supplying recreational water treatment chemicals and dosing equipment for swimming pool & hot tub users via our comprehensive dealer network throughout the UK.

The brands of Blue Horizons for pools, AquaSParkle for hot tubs and Blue Horizons for commercial pool operators offer both regular and special treatments for swimming pools and hot tubs.

CPC are proud to have been packing chemicals in the UK and have vast experience in the Swimming Pools, Spas and Hot Tubs market. They are proud of their flexibility and absolute dedication to their customers.

Tender stipulation was one of the main reasons for implementing an ISO 9001 system. The original purpose for adopting this approach was to save time with tenders but the more they investigated the more they realised additional benefits such as overarching quality, staff morale and performance.

Implementation

CPC went to a local seminar organized by Gloucestershire First who promoted the standard and highlighted the myriad of providers. Their recommendation was to employ the services of BSI. They also asked their local Business West consultant to advise them of a local competent authority to guide them through certification. On their advice they approached Admin-Trilogy who had worked with BSI and found them to be very professional. The key challenge faced when deciding to implement the system was how to approach the volume of work they anticipated would be involved to start the process. As a young and ever expanding company the thought of increasing peoples work load was worrying.



What they didn't realise at first was that they had a large amount; almost 75% of the system in place but just undocumented.

The development process was much easier than anticipated, although it did bring to light some additional challenges within the organization that they were not expecting.

A Quality Management team was formed which met frequently during the implementation process and now meets once a month.

Job roles were changed and reorganized to reinforce the standard.

All employees of the company despite being initially hesitant are 100% behind the process and can now see and appreciate the changes and advantages the system has brought. Indeed during the inspection it was commented that 'The business appears to have a strong culture adherence to specified process requirements, and a commitment to improvement which emanates from top management and is reflected throughout the workforce'

Benefits

Certification enables CPC to complete tenders far quicker and has improved their reputation as a professional company considering they are still relatively new, being only six years old.

The business objectives set at the beginning were demanding but through involvement of

all staff CPC are close to achieving them all. Due to the continued growth of the company CPC feel that ISO 9001 has enabled them to improve their reputation, manage growth and provide a better customer service.

The future

"We will continue to develop our management system as it has continued to help our focus on the customer, growth and financial performance" says Andy Page. BSI Global Marketing Manager Kerry Garratt is delighted that CPC are seeing the performance benefits of ISO 9001 and that they value the on-going relationship and assessments with BSI which are helping them in their focus on customer satisfaction.

Next steps

ISO 9001 is a quality management system standard designed to help an organization focus on customers and drive continual improvement in its internal processes. Almost 900,000 organizations are certified as being compliant to the standard in 170 countries worldwide.

Find out how BSI can help your business make excellence a habit – visit bsigroup.com

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