An integrated management system supports global expansion plans

“Having management systems in place gives the customers the confidence that the company have the controls in place to provide continuity, good quality and service at the same time as looking after its people and the environment.”

Stuart Coomber
Managing Director,
Laminar Medica
www.laminarmedica.com

**Customer needs**
- To comply with industry legislation
- To exceed customer expectations
- To create a documented system to improve health and safety policies

**Customer benefits**
- Legal and regulatory compliance
- Increased access to new customers and business partners
- Increased staff confidence
- On-going improvement
- Better management of health and safety risks

bsi.

...making excellence a habit."
Why certification?
Laminar Medica specializes in the design, test, manufacture and qualification of insulated shipping systems which are used by the pharmaceutical and biotech industries globally. Laminar Medica’s products protect vaccines, drugs, blood and associated medical products from extremes of temperature during transportation.

Laminar Medica have achieved certification for:
- ISO 9001 (Quality Management)
- BS OHSAS 18001 (Health and Safety Management)
- ISO 14001 (Environmental Management)
- BS 25999 (Business Continuity management)

The Laminar Medica management system ensures that the company is quick to respond to the commercial demands of its customers, the quality of its product design and manufacture, legislative requirements, the health and safety of its people and monitoring the impact of its activities on the environment. In addition to this Laminar Medica have established business continuity arrangements. This enables them to continue their operations in the event of an incident or other business disruptions.

Having these management systems in place gives the customers the confidence that the company have the controls in place to provide continuity, good quality and service at the same time as looking after its people and the environment.

“Laminar Medica, takes certification very seriously and has always had a very good working relationship with BSI” explains Stuart Coomber, Managing Director. “It made sense to choose a partner who could support our training and certification needs on both a global basis yet also at a local level with regard to our global expansion programme”.

The in-company training option meant that we were able to bring together our Czech colleagues and other systems personnel from within the Clinimed Group. We are really pleased with the result.”

Implementation

Having achieved the individual certifications it was decided by Laminar Medica to bring the systems together in an integrated way. The BSI specification, PAS 99 was chosen as the most logical framework to use.

PAS 99 has helped:
- a) Identify the common elements of the various systems and therefore where savings could be made
- b) Improve the focus on risk management and adopt an integrated approach
- c) Introduce common approaches to management reviews and internal audit and review
- d) Ensure that when we were making business changes that we took a holistic view of the potential impacts of such changes, reducing risks even further.

Laminar Medica is now implementing the transition from BS 25999 to the new ISO 22301 Business Continuity Management standard, ready for certification later in 2013. This change is being managed within the framework established by PAS 99.

Benefits

ISO 9001 being a recognized global quality standard has helped Laminar Medica to establish its global expansion programme, meet customer demands, maintain and continually improve its quality standards and manage the supply chain both in the UK and abroad.

BS OHSAS 18001 has formalized the health and safety management system, helping the company to manage risks, legal compliance and reduce accident and incidents, and potentially reduce public liability insurance costs. Being a risk based system it helps Laminar Medica to anticipate potential hazards and to implement preventive measures.

ISO 14001 has allowed the company to identify environmental impacts of its operations, and to put in place programmes and initiatives to minimise these impacts. The programmes include energy and resource efficiencies, which have resulted in, reduction of energy and wastes facilitating the sustainability of all aspects of the business processes, products and services.

BS 25999 has helped Laminar Medica to establish robust continuity arrangements by identifying potential risks and impacts on its business. Carrying out business disruption exercises has enabled the company to improve its continuity arrangements. In essence Laminar Medica believes it is well prepared for potential disruptions to its business, with defined roles, responsibilities and plans in place, to manage incidents, continuity and recovery.

The future

Laminar Medica continue to use the management systems to drive improvement in the way that they work and help them seek ways in which they can reduce risks and their environmental footprint. The valuable input they receive from BSI on an on-going basis helps them in their drive for performance improvement and customer satisfaction. Kerry Garratt, Product Marketing Manager, BSI says “BSI are pleased to see that Laminar Medica have chosen to integrate their systems using the PAS 99 guidelines and that they value the business relationship with BSI”.

Next steps

An integrated management system based on PAS 99 can help improve business performance, reduce risk, reduce costs and remove paperwork from stand alone systems.

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