

ISO 9001 helping the drive for excellence in customer service



“It has always been the objective of Rospark Holdings Ltd to be a leader in precision engineering and to ensure excellent customer service. Having implemented ISO 9001 we now feel every aspect of our company from our on-time deliveries to staff training is more closely monitored which can only result in our prime objectives being met”

Paul Hazell, Managing Director
Rospark Holdings Ltd

Customer needs

- Certification for aerospace industry clients
- Industry credibility
- Excellence in customer service

Customer benefits

- Improved industry credibility
- Increased monitoring of business activities
- Business objectives being achieved
- Improved on time delivery

Why certification?

Rospark Holdings Ltd has a wide range of customers who rely on their precision engineering work.

They offer:

- Precision contract machining and prototype work
- Spark erosion and modifications
- Small batches, large batches or one offs
- Bespoke design service
- Surface grinding and thread rolling
- Production of components to detailed drawing
- Assembly work and sub contract assembly

With over 40 years of experience it isn't a surprise that the business has gone from strength to strength and that they are thought of as the experts in their field. The core customer base ranges from aerospace to the medical sector, as well as engagements within the engineering sector.

Based in Tewkesbury, Gloucestershire, with seven members of staff including the Managing Director/Owner. The key objective is to provide an accurate and effective service for customers at a competitive price no matter how large or small their requirement. Their reason for implementing ISO 9001 was originally driven as a requirement from one of their largest customers who are in the aerospace industry. They did also realised the significance certification would make to their credibility within their industry and beyond.

Rospark felt that BSI was the natural choice, due their reputation. They were already in contact with an independent consultant, Diana Thomas of Admin-Trilogy, for ISO 9001 and this helped the learning and implementation process greatly.

Implementation

A certain amount of challenges did appear throughout the implementation of ISO 9001 mainly due to lack of resources along with time implications. These were mainly overcome after employing a permanent member of staff whose duties would include; the complete understanding of the quality management system and to maintain the data and ensure the relevant personnel were keeping abreast of their input requirements into the system.

Implementing the different processes as laid out in the standard was an easier task than was originally anticipated. They were already completing and following the processes, it was mainly the documentation that needed to be implemented and the frequency of certain processes needed addressing and improving. The development was initially a challenge but became easier as time elapsed, with the whole process taking approximately 18 months from the very start to the date of certification.

They did not have to contact BSI too much as they dealt mainly with their consultant, Admin-Trilogy, but they found them to be professional, helpful and friendly. They also found the website easy to use and access to the certificate in PDF format very convenient for adding to their promotional material.

Benefits

Since having ISO 9001 the company has improved its efficiency for on-time deliveries, order processing, in-house inspection and the staff training program. The long term benefits will undoubtedly include efficiency in the way the whole company operates and in turn this will improve the overall turnover of the business.

The future

Rospark Holdings Ltd continues to use the management system to drive continual improvement in their customer service performance. The valuable input they receive from BSI on an on-going basis will help them in their drive for performance improvement and customer satisfaction. Kerry Garratt, Global Marketing Manager, BSI says that BSI are pleased to see that Rospark Holdings appreciate the value that ISO 9001 delivers and looks forward to continuing the relationship.

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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