



BSI Kitemark™ helps Howarth Timber Windows and Doors drive business forward and gain differentiation in the marketplace

"We chose the BSI Kitemark because it's easily recognizable and because of its association with good quality products. It gives our clients confidence in doing business with us, and it has helped to raise our profile as a manufacturer of high quality products delivering high levels of customer service. Plus our experience of working with the BSI test house and the scheme manager has been excellent."

Mick Toner
Factory Manager,
Howarth Timber Windows and Doors Ltd

Howarth Timber Windows and Doors needs

- Protect and enhance the reputation of the business
- Meet industry requirements through third-party certification
- Gain a competitive advantage
- Demonstrate best practice

Howarth Timber Windows and Doors benefits

- Improved customer satisfaction
- New opportunities for business growth
- Compliance
- Product differentiation with the BSI Kitemark



BSI Case Study: Howarth Timber Windows and Doors Ltd.

Customer background

Howarth Timber Windows and Doors is one of the largest manufacturers of timber windows and doors in the UK. Its wide product range includes casement windows, Storvik high performance windows that can accommodate double and triple glazing units, sliding sash, timber door sets including, open in and out, single pairs, and an extensive bi-fold range.

With a full design and installation service including a BFRC fully registered Simulator, and a dedicated after care team, Howarth Timber Windows and Doors has a wide and varied customer base within the domestic house building sector. Clients range from some of the largest builders in the UK, self-build, major refurbishment projects though to private clients and 32 merchant branches located throughout England.

With a state of the art production system utilising the latest technology and a dedicated team supported by a lean manufacturing system, the company is dedicated to continual improvement. This is mirrored by a key company value of providing clients with the best possible product at the best possible price, and by continually developing products, service and team members. Product improvements include increasing energy efficiency, improving severe weather performance and product aesthetics.

Customer needs

Howarth Timber Windows and Doors was looking to differentiate and improve products as part of its on-going dedication to continual improvement, and in order to meet the needs of the industry. It was important to make sure that all products were certified to meet the latest industry standards, including bi-fold doors. Howarth Timber Windows and Doors found BSI through BWF, the British Woodworking Federation, and through talking to other companies who had used BSI's testing and certification services.

Critical to the selection of a testing and certification provider was the level of recognisable presence and trust which a quality mark could deliver to a wide client base. BSI and the BSI Kitemark were chosen over alternatives in the market for this reason, due to the high level of recognition, confidence and trust from builder to end-user. BSI's industry knowledge, technical expertise and client support were also deciding factors.

Implementation

With a quality management system, Howarth Timber Windows and Doors' standard operating procedures and training methodology already in place, implementation was very straightforward. At local level, employees understood

why certification was required and were involved in the process. As a result implementation was easier than anticipated, with no difficulties experienced and the process took only six months to complete.

Results

As a result of achieving certification with a BSI Kitemark for various industry standards including enhanced security (PAS 24), Howarth Timber Windows and Doors is able to promote that it follows best practice and is fully compliant with industry requirements. Customer satisfaction has also increased as a result. The BSI Kitemark has given Howarth Timber Windows and Doors the level of trust and independent third-party endorsement which the BSI Kitemark, due to its longevity within the marketplace and far-reaching level of recognition has been able to deliver.

Contact us to find out how the BSI Kitemark™ can help your business make excellence a habit.

**To speak to an advisor call:
0845 0765 606**

**visit our website:
bsigroup.com/windowsanddoors
or email us at:
product.certification@bsigroup.com**



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