

Les Compagnons du Devoir is aiming to improve its performance by implementing the Quality Management System standard ISO 9001:2015 With BSI.



Les Compagnons du Devoir is an association governed by the 1901 law and recognised as a public utility. Although primarily an organisation offering basic and on-going training, Les Compagnons du Devoir et du Tour de France offers more than that: its aim is to encourage the personal development of every individual.

The association offers a unique means of transmitting knowledge and skills in the building trade, wood, metal, leather work, textile and catering trades.

The association now represents 29 different trades. With a total of 15 sites across France, les Compagnons du Devoir now has more than 900 members.

It is unique in employing a varied range of training methods: itinerate training at a national level (known as the "Tour de France") and internationally, academic education, "compagnonnage" (companionship) (a traditional way to learn a trade while developing character by experiencing community life and travelling) as well as traditional and technical apprenticeships.

Key figures:

- **29** trades
- Nearly **10,000** young people are trained every year
- About **400** young people trained abroad in 40 countries
- **1,193** employees
- Nearly **600** instructors
- Nearly **30,000** business partners

Why did you decide to obtain the ISO 9001:2015 Quality Management certification?

On the one hand, we needed to meet our regulatory obligations under the 2014 vocational training reform and the Decree of 2015, which require that training organisations prove that they provide high quality training.

And on the other hand, we wanted to streamline our practices at the national level, providing our teams in the field with standardised methods and procedures.

A continuous progress strategy is one of the fundamental values of "compagnonnage" (companionship) and it is the key component of any quality system. Therefore, it seemed obvious to us that a quality standards approach would tie in with our values and our in-house teams quickly mobilised themselves to achieve this goal.

Why did you choose BSI? What kind of support did BSI offer you during the implementation phase, and what did they bring to the table?

BSI was able to understand the specific requirements of the Compagnons du Devoir and come up with solutions for our particular, distinctive needs.

We organised information sessions with BSI for our teams in the regions, and had a gap analysis done, which enabled the Compagnons du Devoir to fine tune its Management System to meet the requirements of ISO 9001:2015.

The historical context has also brought our two organizations closer together, expressed in our shared values of longevity and commitment to excellence.

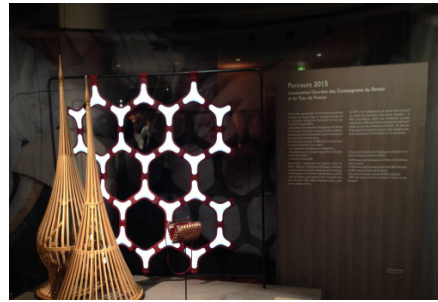
What was the process, and the steps involved, in the preparation for certification?

The implementation of a quality management system was a commitment that had been made by our President. To start the process, a Quality Manager was recruited in January 2015.

This was followed, over the first few months, by work to define our risks and opportunities, the precise scope of the certification, the main thrust of our quality policy, and our process mapping.

We also built up a network of advisors and auditors. The roll-out of the complete system, at headquarters and in the regions, was a gradual

process culminating in our certification at the end of November 2016.



How did you involve management and employees in the implementation and monitoring of the certification process?

One of the main strengths of Les Compagnons du Devoir quality process was the commitment of the leadership team. Already convinced of the merits of a quality system, our leadership team showed itself willing to collaborate at all times and made room for quality discussions in their national management meeting agendas. All our regional delegates were involved from the outset and organised a large number of meetings and workshops.

The quality system quickly proved to be an additional useful tool for management, that was always committed to take the results of any quality analysis seriously and to implement corrective action, as required.

It is, therefore, not just a window dressing exercise, but a real, in-depth process that is driving us in a new direction in the life of our association.

What are you expecting will happen during the implementation period for the ISO 9001:2015 Management System within the Compagnons du Devoir?

An enormous amount of effort was put into achieving certification in under two years. We know that our system, although now in place, is still in its early stages, and that the real benefits will be felt over the next five years.

What are we expecting?

A continuous, gradual process of improvement: to move forward, to continuously improve, for our operation to become more efficient for the satisfaction of our customers and the well-being of our employees.

What advice would you give any institution that was thinking about ISO 9001:2015?

As far as I am concerned, I am convinced that becoming ISO 9001 certified is an intelligent move, and the 2015 version is very result oriented, with fewer written requirements.

It is a very useful structuring tool for complex organisations like ours that are based on a long history of oral tradition.

It offers internal cohesion and clarity and I have no doubt that our customers and partners, with whom we have already, and over a long period, established strong bonds of trust, will feel the benefits very quickly.

"For 8 centuries, the "compagnonnage" (companionship) has been a benchmark for the excellence of its training and its knowledge transfer. In November 2010, it was recognised as an intangible cultural heritage by UNESCO."

What are the benefits of this certification for your international development projects?

In France, Les Compagnons du Devoir is embedded in the national psyche and has long been recognised for its skills and excellence. There is no equivalent abroad and our movement is not very well known outside France.

ISO 9001:2015 certification will bring us the international recognition and trust that our name, thanks to our long history, is generally enough to convey in France.



Awarding of certificate ISO 9001:2015 at "Les Assises 2017" Compagnons du Devoir's event in Montpellier. Bertrand Nauleau, Compagnons Du Devoir President and Julien Richard from BSI France.



Pour plus d'informations sur la norme ISO 9001, contactez BSI au **01 55 34 11 40** ou rendez-vous sur **bsigroup.fr**