Essex-based COCO Lighting is an innovative company founded in the early days of LED lighting. It offers a full range of commercial lighting solutions and is expanding at home and overseas. Committed to product quality and customer service, in 2019 it became the first company to achieve the BSI Kitemark for Commercial Lighting.

The BSI Kitemark for Commercial Lighting, developed with the Lighting Industry Association (LIA), provides assurance that products are reliable and safe and that they'll perform well over time. As cheaper and lower-quality products flood the market, it puts confidence and trust back into the supply chain.

BSI Kitemark certification means that a product has been tested to standards for safety and performance by an independent accredited third party, that it's tested annually to ensure ongoing compliance and that the factory in which the product is made is subject to annual audits.

This robust approach reassures customers and helps reduce risk as quality and performance are maintained - even if a product specification or range changes.

For COCO Lighting, a dynamic and innovative business that refuses to compromise on quality, applying for the BSI Kitemark certification, the ultimate mark of trust, was an obvious step. And achieving it is proving a powerful way to differentiate their products.

Find out more: bsigroup.com/kitemark
“Now that we’ve achieved the Kitemark for Commercial Lighting, our customers have clear validation that our products are certified as safe and reliable and that they perform as they should. New and existing customers now have the confidence that they are buying a product with the BSI Kitemark we have all grown up with. World-renowned, the Kitemark says ‘quality product’ to them.”

Kevin Cooper, Managing Director, COCO Lighting

Client challenge

Since it was founded in 2000, COCO Lighting has put quality and customer service first. It’s an approach that’s served it well. The business grew rapidly in its early years and provides a wide range of services — from luminaire design to emergency lighting conversion and retro-fit LED solutions — and works with some of the world’s biggest original equipment manufacturers. Employing more than 20 people, it moved to new, state-of-the-art premises in 2019, opening a photometric testing lab the same year.

However, like many companies in the commercial lighting sector, COCO is under pressure. Margins are being squeezed and the pace of technological change is accelerating. How can the company remain competitive and innovate without putting quality and performance at risk? How can it continue to expand internationally?

BSI solution

BSI Kitemark certification is the solution. For Coco Lighting it helps their products stand out from the crowd both in the UK and overseas. So when Kitemark certified products are specified, as is the case in Dubai for lighting subcontractors, it means that Coco Lighting’s products are trusted.

What’s more, once a product has achieved Kitemark certification there are further benefits. The continual cycle of testing and audits can help manufacturers to identify and address non-conformities early on in the product development cycle ultimately enabling them to bring new products to market more quickly.

Since achieving the BSI Kitemark in 2019 COCO has been in a stronger position to compete, innovate and expand.

Why BSI?

“We stand for the same things as BSI — quality and safety. We’ve now switched to BSI for ISO 9001: 2015 and we’re looking at other certifications with them, too.”

Kevin Cooper, Managing Director, COCO Lighting