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BSI Connect helped Corserv to win new contracts and expand their business

Corserv is a group of companies wholly owned by Cornwall Council, delivering Civil Engineering and Infrastructure, Facilities and Property Services and Adult Social Care in the Community. This includes a Housing Management Company and civil airport, contributing to a turnover of over £150m and 2000+ staff.

Major benefits:
- ISO certification retention has been improved, which is critical for Corserv's tender evaluation scores
- Clients have confidence that continual improvement is embraced by Corserv
- Automation of notifications and reminders, saving staff time worth twice the licence fee annually
- Halving of "lost days" thanks to analysing root causes using incident investigations

New contracts have been won and the business has expanded.

Based on the success of this implementation, it is now being specified by Corserv's stakeholders.

Find out more: bsigroup.com

CORSERV

"BSI's Connect Custom tool has supported Corserv's recent and rapid business expansion. It helped to enhance the company's reputation by giving our clients and customers confidence in our ability to manage and improve the quality of the services we provide."

James Menear
Performance and Quality Manager
Corserv

Client challenge

- Legacy systems for recording accidents, inspection results and nonconformities
- No document version control or risk management system
- Hosting issues meant only council employees had access
- Audit results, notifications and actions were raised manually

A web-based management system was needed to support countrywide expansion plans and the development of new service areas.

BSI solution

Corserv uses BSI for ISO 9001, ISO 14001, OHSAS 18001 and Highway sector scheme certification. The BSI Connect Custom technology offered a level of user customization that could meet developing needs and allow mobile system access as well as SQL based reporting.

Stage 1 saw Corserv integrate data currently on their legacy systems. BSI training courses gave Corserv the skills to undertake the development and see the potential for significant improvements to processes.

Stage 2 involved re-designing the management system. This expansion helps managers find new information to record and analyse the data.

Why BSI?

"Our business improvement systems have been developed in partnership BSI and we feel that our input and feedback is helping to shape their software developments to better suit our needs and achieve continual improvement of our management system."
James Menear, Performance and Quality Manager

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