



## Welcome to the first edition

WELCOME to the first edition of Out of the Box – the new quarterly newsletter for our ISO in a Box clients.

Out of the Box will bring you news and views and will carry regular case studies highlighting how ISO in a Box has brought about business benefits. We hope you will find these of interest and value and that this newsletter will provide the opportunity to share examples of best practice.

We'd be delighted to receive your feedback, suggestions and comments and if you think you have a suitable case study that would benefit our readers, we'd like to hear from you. Please email us at:

[info@isoinabox.co.uk](mailto:info@isoinabox.co.uk)

## Join the Club

We're also pleased to announce that we'll soon be launching the ISO Club exclusively for ISO in a Box users.

By registering on-line, you'll automatically receive complimentary membership for the first year giving you instant access to a range of valuable features:

- news of changes to the ISO Standards
- the latest updates, documents and templates for your ISO in a Box
- advance notification of forthcoming system developments
- tips to help you maximise the potential of ISO in a box

... watch this space!

## Marshall Drills off to a flying start

Working your way through the maze of ISO 9001 accreditation can be a daunting prospect for anyone. But when you've only got 6 weeks to secure that all-important certificate, the pressure is really on.

That was the scenario for Marshall Drills in Hyde, Cheshire. Their key account is Airbus UK – a prestigious client especially for a company that employs just 14 people.

### Real motivation

David Marshall, General Manager commented: "We knew that Airbus wanted us to get our ISO 9001: 2000 accreditation but it was on the back burner for some time. They then set a date for completion which proved the motivating factor!"

David has some experience of the 5750 Standard but said they were starting from scratch on ISO 2000. "We are part of a larger group and one of our sister companies had already implemented ISO in a Box and recommended it. We got the Equas team in and they assured us it could be done in the timescale."

### Meeting the challenge

With the deadline looming and David still having to get on with his day job, the company elected for a full system build by Equas. David said: "Part of the challenge was that we didn't have any spare people resource to devote to the project. The Equas experts came in and gained a thorough understanding of the business and our requirements.

"There was no disruption to the business and Equas provided training on the system. When our system was built, they conducted a full pre audit check and the UKAS audit went without a hitch," said David. "We got our full UKAS certification within the six weeks and have met our client's requirement."

### Significant business benefits

As well as keeping the customer happy, David said that ISO in a Box has delivered

real business benefits: "It has moved the company to higher levels and will help us win new business," said David.

"It made us look at the way we work and we now have monthly management meetings with proper systems and procedures in place. ISO in a Box is proving to be very workable and it has helped us to be more disciplined.

### Cost effective

"The added benefit is that ISO in a Box is extremely cost-effective – I can honestly say it was our saviour and would recommend it to other organisations," concluded David.



David Marshall, General Manager with Julie Jones, Head of Administration

## ISO in a Box goes green

Legislation surrounding environmental issues and practices continues to mount and many organisations are now having to take a fresh look at their environmental management systems.

ISO in a Box has already helped hundreds of UK businesses achieve ISO 9001: 2000 and Equas has now developed a green machine with the launch of ISO in a Box 14001.

It's based on the same proven and cost effective format and helps organisations to identify areas of its business which impact on the environment, plan and implement a stringent environmental policy, comply with legislation, regularly review and continuously improve.

Call Mike Dowd on 01759 301000 to find out how Equas can help you achieve ISO 140001 certification.

## FREE for ISO 9001 certified SMEs

Having ISO 9001 certification can prove a huge advantage for SMEs looking to supply the public sector.

It's a potentially lucrative market and there's now a Government backed website which provides easy access to lower value public sector contract opportunities (typically worth £100k or less) nationwide.

Registration is free by visiting [www.Supply2gov.uk](http://www.Supply2gov.uk) and once you've been emailed your username and password, you can search online for contracts in your local area that match the keywords or phrases you've registered on the site.

You can even set up a daily email alert and the service is free! SMEs can also get advice and guidance from the website's Resource Centre on tendering for public sector contracts.

## Solid framework for a paperless office

Creating the paperless office is still some way off, especially when most Quality Management Systems require reams of documents that tend to gather dust on a shelf.

But by taking ISO in a Box as the template, the Fields Group in Bridgend has created a completely web enabled system for its ISO 9001 QMS.

The owner of the project is HR Manager, David Richards. He explained: "My interpretation of ISO 9001: 2000 was basically a room full of files that no one refers to except when it comes to an annual review of the quality management system. Everyone looks at their desk and hopes that the system administrator won't pick them out to answer a question.

"I was looking for something completely different and after carrying out my own research, I could see how ISO in a Box could help me build a totally web enabled system with no paperwork.

"One of the factors we liked about ISO in a Box was that it gave us a solid framework yet allowed the flexibility to tailor it to our own requirements."

The Fields Group has a number of divisions specialising in computer forensics, data recovery, conversion and security. Established in 2001 with just three people, the company now has 40 staff and is going from strength to strength.

Some of its people are based in satellite offices, which is one of the reasons that David wanted to have a web based QMS. He said: "We've extended ISO in a Box



Data Recovery Technicians,  
Michael Owen and Alyn Jones

quite significantly and it's now a valuable communications tool across the business.

"Any one of our employees can access it at any time from anywhere in the world and as well as containing systems and procedures, we've included items such as work in progress reports, purchase requisitions, sales invoices – even the holiday planner.

"People are now much more proactive in keeping up to date with changes such as how we are performing and they can input their own ideas. They are confident with it and rather than having to deal with a load of paperwork, we now have a living system which everyone has bought into."

The company is currently working towards achieving the Investors in People Standard and its IIP advisor believes that this web based system has market potential.

David commented: "It's attracting a lot of favourable comment and I can see an opportunity to work with Equas to develop the next generation of ISO in a Box."

Perhaps the paperless office isn't that far off after all.



## Turning over a new leaf

ISO in a Box has gone international with the opening of our new office in the land of the maple leaf – Canada.

Equas has set up a core team in Edmonton after winning a number of substantial contracts with new clients in Calgary and Vancouver. Mike Dowd, Director of Equas said: "ISO in a Box is fully UKAS compliant

and we are well down the road in our discussions with the Canadian accreditation body, The Standards Council of Canada, which is also recognised in the US.

"It's extremely pleasing to be transferring our expertise over there since Canada led the group that established the ISO 9000 series back in 1987."