



## ISO in a Box goes 'Activ'

2009 will see the launch of an exciting new development – 'ISO in a Box Activ'

When Equas SmartPro was approached by software developers Greyridge to help them implement ISO9001, neither organisation could predict that this would evolve into a partnership that would uniquely position ISO in a Box as the next generation Quality Management System.

Highly impressed with ISO in a Box, Greyridge immediately identified the potential to move it from a traditional 'paper based' system run on Microsoft Office to a totally new, on-line web-based delivery.

This new system will deliver significant benefits, including cost savings, reduced administration, on-line auditing, automatic document control and remote access functionality allowing users to interrogate and update the system without physically having to be in the office.

Another big plus is the enhanced security aspect – data is backed up every night and held in an ultra secure data centre so in the event of something going horribly wrong, you won't have lost any of your quality management data.

The new system is currently on field trial with a selection of Equas SmartPro clients and, so far, the feedback is incredibly positive. In the next edition of Out of the Box, we'll feature some case studies on 'ISO in a Box Activ'.

If, however, you would like to know more immediately, just give us a call on 01759 301000 or e-mail [info@equas.co.uk](mailto:info@equas.co.uk)

WELCOME back to 'Out of the Box', the newsletter that brings you up to date with developments at Equas SmartPro.

We also bring you news on how ISO in a Box is helping our clients to beat the credit crunch and win new contracts.

We've made real strides in extending our national coverage with ten new franchisees now established across the country. The franchisee network is proving extremely successful with new clients appreciating the convenience of having a local contact

to provide the personal touch and on-going support.

We're still interested in new members joining the team, so if you think you have the enthusiasm and ambition to take advantage of this great business opportunity, please email Chris Stott ([chris.stott@equas.co.uk](mailto:chris.stott@equas.co.uk)) for an informal discussion. Suitable candidates will be provided with in-depth training.

We also have a Franchise Opportunity Information Pack, available on request, which gives further details.

## ISO in a Box is a breeze for Jersey Met



Looks like we're set for fair weather because everyone knows that it's going to rain if cows lie down. "No, cows are unreliable – seaweed is much better," said

Tony Pallot and as Principal Meteorological Officer at the Jersey Met department, he knows what he's talking about.

He's joking of course. Forecasting the weather is a highly technical and sophisticated science and Tony and his colleagues get it right the vast majority of the time.

They are based at Jersey Airport and provide 24/7 Met services for the Channel Islands Control Zone – Jersey, Guernsey and Alderney – plus any aircraft flying through the zone below 18,000 feet.

Part of the requirement of the International Civil Aviation Organisation is that any supplier of services for aviation should have a recognised Quality Management System by 2010. The 'Single European Sky' initiative, which aims to harmonise the regulation of airspace, quickly followed suit. But it was Jersey Airport, the Met department's main client, that proved the motivating factor.

Tony explained: "Jersey Airport gave us a deadline to have a system in place by July, which gave us just eight weeks. The system that was going to tick all their boxes was



Joanna Chambers,  
Meteorological Observer

ISO9001. All I had to do was find someone to help us – quickly."

An internet search brought up ISO in a Box along with other Quality Management consultants. "I fired emails off to a few of them and Equas SmartPro phoned back very quickly, which told me they were very customer focused," said Tony. "I liked what they told me about ISO in a Box, especially the fact that they could work to our tight deadline."

Just seven weeks after the initial meeting with the Equas SmartPro consultant, Jonathan Lea, Jersey Met department had its ISO9001 certification.

"Jonathan was really positive but he did warn me that neither of us would be getting many weekends off. I even ended up taking my laptop on holiday, which didn't impress my wife too much.

"The whole process was very straightforward and Equas SmartPro continued with excellent customer service all the way through."

The day after the successful external audit, Jonathan was at the airport ready to leave the island but all planes were grounded because of fog – which had, of course, been accurately forecasted!

## Full system build helps win new contracts for West Yorkshire Steel

### More Answers in the Box

We're always looking for ways to add value wherever possible and ISO in a Box now gives you free access to HR support and guidance. We've teamed up with 'Answers in a Box', the business consultancy service that helps organisations with legislation compliance.

According to Alasdair Ross, 'Answers in a Box' Managing Director, many owners of SMEs can spend a full day every week dealing with employee issues and/or trawling the internet to try and find the right information. He said: "In many instances, when they do find the relevant information, it doesn't really address their own specific problem, much less give them a method to solve it."

The HR support from Answers in a Box is fully integrated into ISO in a Box and offers clearly written policies and procedures, contracts, forms, templates and guidance – in fact everything you might need to set up your own HR function. It also gives full access to the 'Answers in a Box' website and helpdesk.

Unlimited free advice and guidance comes as part of the package and if you have a complex HR issue that needs solving, a national network of specialists is on hand to assist (there may be a charge for individual, on-site consultancy).

Alasdair Ross can be contacted on 0800 9807377 or email [aross@wedohr.co.uk](mailto:aross@wedohr.co.uk)

Along with most organisations, West Yorkshire Steel in Wetherby braced itself for the credit crunch – but business is literally flying!

West Yorkshire Steel was established over 30 years ago to supply speciality steel to engineering companies and mills in Yorkshire but now boasts a customer base throughout Europe and the US.

It has just won its largest ever contract from a company that manufactures parts for the aircraft industry – but the order came close to never getting off the ground.

Director Duncan Ellis explained: "We had a well established relationship with the customer but they told us that unless we had ISO9001, they wouldn't be able to do business with us any more. Although we had our own quality system, it was not recognised to an industry Standard. Getting ISO certification was on our agenda but this news really shocked us into action."

The company has a high profile web presence and it also uses the web to source products and services. Duncan said: "When we were looking to implement ISO9001, it was the first place we turned to and quickly found ISO in a Box.

"The name really appealed and the website was very informative. We contacted Equas SmartPro, along with other potential suppliers and following the initial presentation from the Equas SmartPro consultant, we concluded that ISO in a Box would be a simple yet highly effective quality management system."

West Yorkshire Steel opted for a full system build: "We were so busy that we didn't have



Duncan Ellis examines machined steel blank for oil field products

the time or the people resource to devote to an assisted build," said Duncan. A time scale of three months was set for obtaining certification and all went to plan. Their consultant scrutinised all aspects of the business – from an initial enquiry from a customer or potential customer, right through to collecting the cash.

"It all slotted into place like a jigsaw," said Duncan. "David Morgan, our consultant was constantly on hand, either personally or via email to ensure all the procedures were put in place to meet the standards for our external audit. Everything went according to plan and we received our certification.

"The whole procedure has actively changed the focus of the company and we are better able to assist customers with quality based issues, which is essential when supplying a high value specialised product. Not only did we land the contract with the aircraft parts manufacturer but won a further significant order from an oil company and that just wouldn't have been possible without ISO in a Box," concluded Duncan.



Tom Rimell with mega mulching machine

### Smart move by Smart Cut

In the last edition of Out of the Box, we featured grounds maintenance contractors, Smart Cut based in Pershore. A large percentage of the company's work is for local authorities and its Director, Tom Rimell, decided to give the company the competitive edge.

He explained: "Although it's not yet mandatory, more clients are expressing a preference for suppliers to have the ISO9001 quality management system. ISO in a Box worked extremely well for us and I could see that the next big push was going to be on 14001, the environmental standard so decided to go ahead with this as well."

Being able to prove its quality and environmental credentials has paid dividends for the company and was one of the key factors in Wychavon District Council awarding Smart Cut the 4+4 year grounds maintenance contract.