

Benefits Demonstrated

One of the most exciting developments at Equas SmartPro is ISO Activ that was originally designed as a web-based version of 'ISO in a Box'. Well, that was yesterday. ISO Activ has now evolved into a revolutionary business management tool of which running your ISO9001, ISO14001 or OHSAS18001 is just a small part.

With ISO Activ, you also have automatic improvement logs, document control register, version control, customer satisfaction surveys, customer and supplier folders, full calendar facilities and much more – all at the click of a mouse via an internet connection from anywhere in the world.

An early adopter of the system is OMCO International that has its HQ in Aalter, Belgium and operating companies in the UK and US along with Austria, Croatia, Turkey and Romania. The company specialises in manufacturing moulds for glass containers and is a supplier to the cosmetics, pharmaceuticals, tableware, food, beverages and drinks sectors.

We'll bring you a case study on how ISO Activ is bringing business benefits to OMCO International in a future edition of 'Out of the Box'.

In the meantime, if you'd like an on-line demo of ISO Activ, please go to this link:

<https://server1.isoinabox.co.uk/isoinabox/>
Then enter:

User name: isoinabox

Password: activ

This will take you to the home page and from there to any part of the system and its attached documents which, for commercial security reasons, are showing as blank templates.

For further information, call us on 01759 301000 or email info@equas.co.uk

Welcome to the latest edition of 'Out of the Box' with the latest news from Equas SmartPro. We're featuring three organisations that have successfully used our 'ISO in a Box' to gain that all-important ISO9001 accreditation.

One of these, Westminster Group PLC, is our first stock market listed client (see over page). The company has a worldwide reputation for its anti terrorist equipment and systems and merits its own entry on Wikipedia, the on-line encyclopedia.

Developing healthy systems

'ISO in a Box' was originally launched by Equas SmartPro as a simple and cost effective tool to help SME's achieve ISO9001 certification. Since then a number of sector-specific versions have been developed for industries including waste management, security – and even concrete repairers.

Now 'ISO in a Box' has proved to be the right prescription for Blackthorn Health Centre, which is part of the Hampshire Primary Care Trust. The healthcare sector has a number of very specific requirements that need to be integrated within its quality management system as Angela Felton, system administrator at Blackthorn explained: "Things like medical directives, protocols and guidelines for our GPs are part of our working lives.

"We needed the system to incorporate all of this. I think that ISO9001 is based more on business requirements and we wanted it to work for us, rather than us having to adapt to it, so it was a learning curve for both organisations.

"ISO in a Box did provide the fundamentals – the building blocks on which we could build and we received our certification back in January. Our pre-audit was especially useful and the lady from the UKAS-accredited audit body, who carried it out, was brilliant and gave us some pointers where we could make things more measurable.

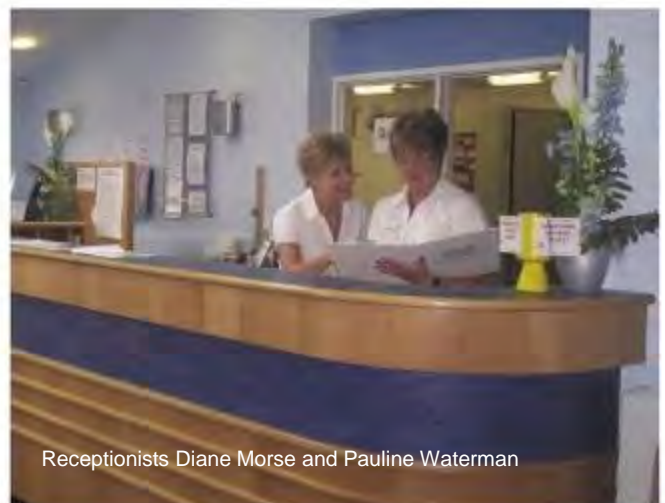
"We didn't need to get ISO9001 but it was what the GPs wanted because we carry out a

lot of our work under the Quality Outcomes Framework, which is moving towards a business management style.

"Now we're a few months down the line, people are becoming more confident in using it and it's much easier to access information they need. Every day, I get emails from people suggesting what new documents need to be added so it's evolving all the time – ISO in a Box was definitely the right way to go," said Angela.

The Equas SmartPro consultant working with Blackthorn Health Centre is David Morgan. He said: "Every client's business is unique and Blackthorn was a first for us as we hadn't previously worked with a General Practice, although we already had considerable experience in the healthcare sector.

"The staff were extremely helpful in sharing information, working with us to tailor ISO in a Box to meet their requirements and, through their help, I'm confident that ISO in a Box now offers significant advantages for the healthcare sector."



Receptionists Diane Morse and Pauline Waterman



A Westminster engineer installing surveillance equipment in West Africa

In safe hands with ISO in a Box

Westminster Group Plc includes in its Mission Statement the following phrase: “Westminster believes all citizens of the world have a right to personal safety, security and freedom from the threat of terrorist attack” .

Mission statements are more often than not actually vision statements; ‘this is what we would like to do but we haven’t actually got there yet’. However, Westminster’s mission really is at the heart of its business, providing non-aggressive defence systems and equipment to authorised governments, multi nationals and the military to help protect personnel, facilities and national security.

The company has a truly global reach and clients include governments and blue chip organisations worldwide eg. the Royal Navy, US Air Force, the European Parliament, United Nations, MOD, Barclays Bank, The Atomic Energy Agency and even Amazon, the on-line retailer.

Westminster operates in over 45 countries with international offices and has a network of more than 80 agents (not the 007 ‘special agent’ variety!).

Operating in so many of the world’s ‘hot spots’ keeps the staff at Westminster very busy. They needed ISO9001 to be able to demonstrate to their customers that they were running the business within a recognised quality framework – and they needed it quickly.

Peter Fowler is the company’s CEO: “I’ve been involved with ISO over a number of years, right back to the days of BS5750. I know how time consuming it can be to try and build ISO 9001 in house and frankly, we didn’t have that luxury. We searched around for a company that we felt could deliver the right level of service,” said Peter.

“We are expanding rapidly and acquiring other businesses outside the UK so it was also important that our quality management system could be integrated globally. The Equas

SmartPro consultant, Jonathan Lea, gave us a very good presentation and we could see that ISO in a Box would tick all the right boxes for us.

“He literally took the problem off our hands. Obtaining our certification was a smooth process; the system works very well and is easy to manage – the software side makes life much easier.

“I have to say that Jonathan’s sales pitch was very good but in truth, the implementation was even better,” concluded Peter.



CEO Peter Fowler

Time to think about Customer Service

We all strive to deliver 100% customer satisfaction and ISO Activ’s automatic Customer Satisfaction Surveys can help you gauge where you currently stand. If you’ve set your Customer Service KPI at anything above 95%, it might be time to think again.

A common assumption is that the higher you score on customer service, the better your financial performance. Research shows that’s actually not the case. Customer service can make up a fat slice of a company’s costs – and trying to raise your game to 98 or 99% doesn’t always make financial sense because profit levels tend to plummet once you hit levels of between 90-95%. Sometimes, closing the gap quite simply costs too much. In the case of customer service, it appears that ‘good’ may be good enough.

Equas SmartPro at your service

For most businesses, having a client base of precisely one would not be a healthy state of affairs. For non-profit making organisations, this can often be the case, providing their services to a single customer.

The Barnsley Alcohol & Drugs Advisory Service (BADAS) is a registered charity providing advice and support to adults and young people. It receives the majority of its funding through Barnsley Metropolitan Borough Council.

The drug and alcohol treatment services in Barnsley are undergoing a significant reconfiguration and BADAS is in the process of tendering for the contract to continue to offer those services.

ISO9001 is now the accepted Quality Management Standard for local authorities and it’s a distinct advantage for suppliers to have that tick in the box. Although BADAS had its own system in place, the pieces of the jigsaw weren’t necessarily in the right places.

Olywn Vance, Organisational Development Manager at BADAS explained: “We came across ISO in a Box and liked what we saw. I think that ISO was initially created for

manufacturing companies but when I met with Mike Dowd from Equas SmartPro, he clearly explained how it could be applied in a service organisation. But the huge benefit was that the system would be built to fit us, rather than us having to adapt to fit the system.”

It turned out to be a speedy and straight-forward process: “Our Equas SmartPro consultant, Mark Pendleton first got to know us as a business to understand how we wanted to use it. He kept us informed at every step and when he came back within two weeks with the system built, it was almost perfect and ready for us to populate. The thing that was really useful was that he put us through a dummy run for the UKAS audit – and he took it really seriously,” said Olywn.

“When the actual audit did come it was a breeze really because there was nothing that we hadn’t covered. We have so many monitoring systems on top of us for funding and we have to produce KPIs and outcomes on a monthly basis.

“ISO in a Box has done exactly what we needed it to do, the Equas SmartPro team have been great and I would really recommend them to other service organisations.”