

Customers score “Top Marks!”

Standards Plus' customers have recently scored “top marks and no non-conformances” with their certification bodies. In November and December of 2010 some of our customers had initial certification audits and others had routine surveillance visits. They all worked very hard and we liked working with them too. Those who followed Standards Plus' advice scored “top marks and no non-conformances” which is quite an achievement....

Congratulations go to:



Fideliti Ltd for achieving the ISO 9001 Quality standard. Fideliti run a Childcare Voucher allowance scheme approved by the Inland Revenue. Employers on the scheme can save about £30 per month per employee and employees can save about £60 per month towards their childcare costs. Call Joanne Whittaker on 0800 288 8727.

M&CT Ltd for retaining the ISO 9001 Quality standard with no non-conformances for about five consecutive years! Mary Taylor, Office Manager said “*Another successful outcome! See you next year!*”. M&CT supply specialist materials used in the ceramic coating sectors. Call M&CT on 01744 737274.

Oxygen Brand Consulting Ltd for achieving the ISO 27001 Information Security standard. Oxygen provide marketing research and marketing consultancy to large organisations such as the BBC and Government Office. Stephen Pickthall, Director, was so pleased with the result he said “*It's very rare to get no non-conformances. Hot dipity dog!*”. For market research, call Oxygen on 01539 566101.



Yield UK Ltd for turning around a disappointing earlier performance and retaining the ISO 9001 Quality standard. This is a specialist waste recycling business that collects (buys) many small batches of paper, card and plastic from small businesses, then sells them as a few large lots to re-processing plants. It is the opposite to wholesale, sort of.

Language Empire Ltd for stepping up their game on internal audits by sharing tasks between the staff and then scoring top marks for ISO 9001 Quality. Language Empire provide translators and interpreters for about 300 languages, so if you need to convert Afrikaans to Zulu call 0845 009 7867.

If your business would like to score “top marks and no non-conformances” with your certification body, call Ollie Shaw at Standards Plus on 01925 765050.

Standards Plus Ltd

Business to business advice on:

Quality, Environment, Health, Safety & Information Security

01925 765050 info@standardsplus.co.uk www.standardsplus.co.uk



Quality

Certificate 26152



Environment

Certificate 3574



Health and Safety

Certificate 1386

The trouble with ISO certification is....

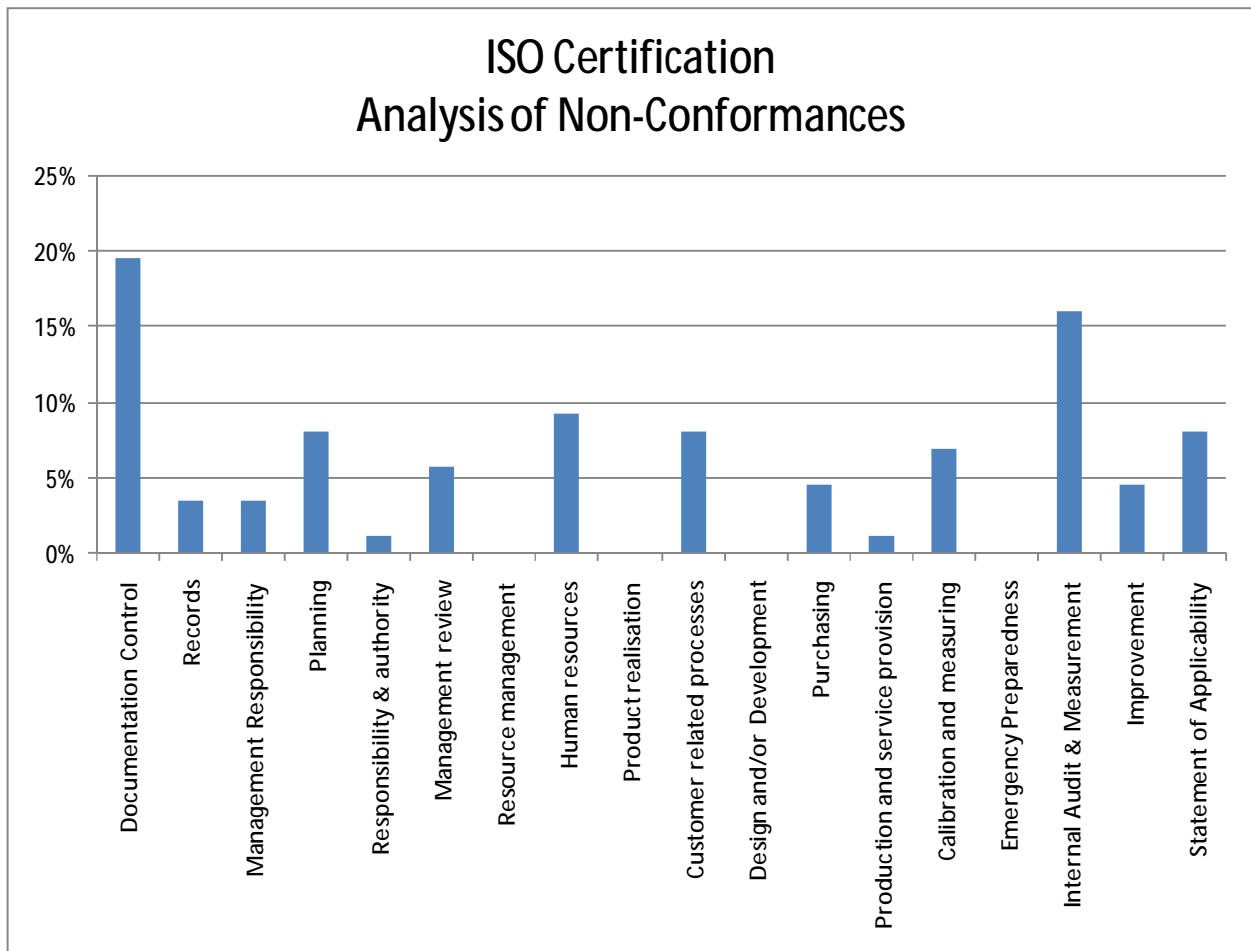
A recent survey of audit reports shows where most businesses have problems with their ISO certifications. The graph below shows the areas where non-conformances occur. Two areas stand out from the others – Document Control and Internal Audit (which is part of Measurement and Analysis).

Document Control is easy to fix – you need electronic documents, a good Document Index with quick links to your forms, templates and record sheets. If you still need paper documents, then convert them to pdf files and print them out when they are needed. When the paper form is “filled in”, scan it and save to your computer.

Internal Audits - are always the first thing to fail because auditors often feel scared. Their “fact finds” are often good, but the corrective action may imply criticism of the management – and auditors naturally want to keep their jobs! So for effective internal auditing managers need to be open-minded and receptive to better ways of working.

So if you have robust procedures and processes in these areas, then you are more likely to pass your initial ISO certification and the on-going surveillance audits.

And if you want to avoid the popular mistakes that others have made, and you deserve “top marks and no non-conformances” at ISO certification, then call Ollie Shaw at Standards Plus on 01925 765050.



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