

Case Study – ISO9001 (Charity)



“Our Consultant gave clear instructions and guidance throughout the process which made the development of our Q.M. System much easier to achieve. I am only disappointed that my time working with him has come to an end as it has been a pleasure. “

Becky Gustard

Paul Bullivant - RKMS

Becky Gustard - Pioneering Care Partnership

Programme Objectives

To assist Pioneering Care Partnership to develop and implement a Quality Management System meeting the requirements of ISO9001:2008

Background

The Pioneering Care Partnership (PCP) is a local charity who are responsible for running the Pioneering Care Centre in Newton Aycliffe and a number of outreach projects in local communities across County Durham and Darlington They exist to help people of all ages and abilities to improve their health, wellbeing and quality of Life, and this is achieved by organising activities such as Exercise classes with complementary therapies, Hydrotherapy pools and Walking and Cycling schemes, together with a Citizens Advice Bureau and Pharmacy

Guidance & Assistance Provided

The Quality Manual and Operating Procedures were drafted and general assistance given with the system implementation. Internal auditors had been trained prior to the project and a Management Review meeting was held with senior managers, with minutes being drafted by RKMS.

A dummy assessment was performed to highlight areas of concern prior to the audit by CFA, which was attended by RKMS.

A second Management Review meeting was attended by RKMS and minutes drafted.

Outcomes

Pioneering Care Partnership was successful at their Assessment and is now accredited to ISO9001.



RKMS have over 20 years experience in risk and compliance other services include, business improvement/lean management, environmental health & safety support and ISO standards implementation

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