

Case Study – ISO9001 & ISO14001



“RKMS have helped us tremendously over the years from the initial inception of our 9001 & 14001 systems, to the ongoing support and assistance they have shown in adapting our current systems to meet with the changing and challenging needs of our growing business and our Clients exacting requirements.”

John Birch - Operations Director

ISO Team

David Winterton – RKMS
John Birch – Rhead Group

Project Objectives

To provide a consultancy services in relation to the Rhead Group Ltd Quality and Environmental Management Systems

Background

In 1995 the Rhead Group (formally A.B. Rhead & Associates Ltd) who are Quantity Surveyors and Project Managers, realised that to gain major contracts they needed to become registration to ISO 9001.

Assistance Provided

Assistance was provided to compile the Quality Manual, Operating Procedures and the associated Work Instructions, once the documentation was complete all staff were given formal quality awareness training and certificates were issued. A few selected staff then had further training in the techniques of internal auditing.

Prior to the external assessment a mock assessment was conducted by two of our qualified Lead Assessors the aim being to highlight any areas of concern and also give the staff an idea of the processes to be undertaken on the day.

After successfully gaining accreditation to ISO 9001 the documentation was amended and added to where necessary to incorporate the Environmental standard ISO 14001, again going through the same process of training the staff in the contents and performing a mock assessment.

Ongoing support is provided to assist with audits when required and give general advice on developing the system as the company grows.

Outcomes

The company has gained accreditation for their Quality and Environmental Management Systems, which has assisted in gaining contracts with major organisations both in the UK and abroad. The organisation has grown on the back of these contracts from fourteen staff in 1995 to their present number of around four hundred.



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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