

# ISO 9001 Quality Management System Case Study...

## Case Study

This case study shows the successful route to ISO 9001 registration of the Hillington based construction company Landscapes and Contracts.

Set up in 2001 they promote hard and soft landscaping contracts with a company commitment of meeting project timescales, budgets and training targets on time, all of the time.

## The Challenge

- Gain certification in 9 month period
- Obtain Grant Assistance
- Increase share of new markets
- Reduce resource time required to complete and submit tenders and PQPs
- Better satisfy the expectations of customers

## The Results

- ISO 9001 certification awarded in 9 months
- Grant assistance secured
- Enhanced management control of projects
- Improved customer satisfaction
- Improved operational efficiency



The Glasgow Science Centre—landscaping contract by Landscapes & Contracts Ltd

*“From the outset, QCS International provided a clear strategy, with friendly and flexible support, making our journey towards ISO 9001:2008 much simpler and a great deal more enjoyable than we had expected.*

*Our systems and procedures, set up and developed over the last 10 years, have been simplified and streamlined, in accordance with ISO 9001:2008 to reflect how we actually carry out our business, and provide existing and potential Clients with the confidence that we operate our Business to National and International Standards.*

**David McAlister**

Managing Director

Landscapes & Contracts Ltd

[www.landscapesandcontracts.co.uk](http://www.landscapesandcontracts.co.uk)



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## Background

With the increasing pressure on the construction industry and related supply chain organisations to implement quality, environmental and health & safety management systems to the ISO Standards it is crucial that, in addition to the business benefits in terms of improved performance, good practice and consistency of process these standards bring, that they position the company to win new business or enter new markets and cut down the resource time required to complete PQPs.

## Why ISO 9001?

Landscapes and Contracts had already achieved Investors in People accreditation and are Construction Line Approved to a maximum individual contract value of £2m, so it was a natural step to promote the Internationally recognised standard ISO 9001 into the business model.

## Grant Assistance

With the advantage of local business gateways actively assisting companies to progress towards certification with grants for both Quality, Environment and Health & Safety Consultancy and Training, QCS' advice to Landscapes and Contracts was **just do it... regardless of the time you think it will take.**

Although it is a lot of hard work, it really does improve your business and ways of working. If your business is in a period of growth it will make that growth much easier to navigate because you have a solid, process driven foundation to build on.

## QCS Consultants

The importance of QCS International matching an industry specific consultant to client to effect a perfect partnership was crucial and also ensuring that David and his team could contact QCS at all times during the consultancy – not just the days the consultant was on site - proved beneficial.

To Find Out More about ISO 9001 and Grants ...

Call 01236 734447 for your free consultation or visit [www.qcsl.co.uk](http://www.qcsl.co.uk)

## Benefits and Implementation

Mr David McAlister, Managing Director of Landscapes & Contracts is justifiably proud of the company's reputation for the highest possible quality of finished work and providing their clients with the highest level of service and management and this has been rewarded by core repeat-business clients. To consolidate their position and to increase their share of new markets and clients, David attended a free Scottish Development Presentation in Glasgow by QCS International to gain an insight into the process involved to implement ISO 9001.

With recent economic pressures for the construction industry and cost saving high on the agenda, Landscapes & Contracts decided there was no better time to improve the overall management of the company and to implement a robust management framework. It was clear from the onset that the professionally qualified management team were fully committed to gaining ISO 9001 certification during 2010 and working with their QCS International Consultant, Marc Elmes, the company was able to streamline their systems to ensure key corporate objectives were effective, carry out a review of their project management system, streamlining and optimising of their processes, more effective control of documents and data, reduction of delays and rework and a clear process for dealing with client requirements throughout projects all culminated towards a more structured approach to management across the entire organisation.

The ISO 9000 quality management system has provided a consistency in the operation processes, which has resulted in increased knowledge of job responsibilities and customer requirements across Landscapes & Contracts and clear and precise working instructions and procedures will lower quality costs due to reduced errors.

Within a 9 month period, all objectives were met, which included successful certification to ISO 9001:2008 by NQA and the company is now actively investigating the implementation an Environmental Management System to ISO 14001.

