

ISO 9001/OHSAS 18001 Integrated Management System System Case Study...

Case Study

This case studies shows the successful route to both ISO 9001 and OHSAS 18001 registration of the Scottish based Vehicle Graphics Company, OPG Ltd.

Set up in 1995 they have been creatively manufacturing and installing brand solutions for National and International clients from one off vehicle design and fit to full fleet design and fit across multiple depots in the UK.

Alan Watson, General Manager of OPG said

"There's nothing quite like an economic recession to sharpen business wit and test managerial acumen. Dwindling markets, aggressive competition & pinched margins collectively threaten sustainability. Together, such challenges test even the most successful company. These universal pressures became our cue to scrutinise how we ran our business and crucially, how we could achieve more from less."

The Challenge

- Gain certification to ISO 9001 and OHSAS 18001 as an integrated system
- Mitigation of risk across all processes
- Management and Identification of COSHH
- Awareness of all current, applicable legislation

The Results

- Fully integrated management system
- Preventative risk assessment system
- Elimination of chemicals through substitution
- Legislation and Hazards Registers
- Structured approach to managing customer relations



The current Boots livery was awarded Livery of the Year 2008 at the Motor Transport Awards in London. OPG is particularly proud to be the preferred supplier of fleet branding solutions to Boots PLC.

"Our resolve was to build on the good and learn from the not so good. Our goal was to regain competitive advantage through enhanced business performance and managing business risks. We recognised the value in adopting a credible, integrated management system and so began our ISO journey and subsequent search for the right partner.

Our quest for management consultants that were sensitive to our philosophy ended when we discovered QCS Ltd. Then our journey towards successfully attaining ISO standards certification began. QCS Ltd. helped us successfully redefine our business without losing our identity or compromising our ethos.

Not only do our management systems now satisfy the exacting criteria of independent audits, we now play more to our strengths whilst continually addressing our weaknesses. This top-management led strategic approach to our business is yielding; economic efficiencies, waste reduction, increased morale and client satisfaction.

QCS Ltd. has been a guiding light as we strive to continually improve our business; all within a safer, legally compliant working environment. QCS Ltd. was pivotal in effecting this turn around which in the end, can only enhance our brand and expand marketing prospects. QCS Ltd. demonstrated the highest level of commitment to our success through their team of dedicated consultants – all expert in their discipline, yet always approachable, flexible and helpful.

We consider QCS Ltd. to be an integral ingredient to our business development and look forward to their ongoing support as we strive for success through and beyond these financially straitened times"

Alan Watson

General Manager—OPG Limited

www.opgraphics.co.uk

ISO 9001/OHSAS 18001 Integrated Management System

Background

OPG Limited, leaders in the field of vehicle graphics has a strong philosophy of service delivery through high standards of quality, safety and continual investment in their products, plant and people.

To build on existing management controls and processes already in place, OPG recognised that certification to both ISO 9001 and OHSAS 18001 would be an endorsement that all systems were being run effectively.

From the onset, there was clear management commitment from OPG and this was maintained throughout the consultancy.

Why ISO 9001 and OHSAS 18001?

OPG Limited has a philosophy to deliver their complete service with minimum fuss and with full confidence that their quality standards and service levels will impress even the most exacting customers, so it was a natural step to promote the Internationally recognised standards ISO 9001 and OHSAS 18001 into their business model.

QCS Consultants

The importance of QCS International matching an industry specific consultant to the client to effect a perfect partnership was crucial and also ensuring that Alan Watson 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/OHSAS 18001 and Grants ...

Call 01236 734447 for your free consultation or visit www.qcsl.co.uk

Benefits and Implementation

A full integrated review of both ISO 9001:2008 and OHSAS 18001:2007 was carried out by QCS consultant, Marc Elmes, to ensure that all potential risks were identified and notified to the client, thereby enabling accurate decisions to be made on actions required to achieve successful certification.

The format of the integrated management system was based on a PAS 99 manual of PLAN-DO-CHECK-ACT with integrated core mandatory procedures to ensure the system was lean. When developing the system OPG commenced the mitigation of risk through the application of a well understood risk assessment approach that was applied for both a Safe System of Work and also the implementation of core business processes to deliver products and services.

By initially identifying business risks, OPG and QCS were able to develop an integrated management system that was preventative from the onset. Taking this preventive step early in the consultancy ensured that business processes were developed to protect the business through the reduction of any potential errors in contract review, design review, printing and final fitting. Reduction of errors has resulted in reduced rework costs and job delays.

A full review of legislation identified all potential hazards and QCS and OPG worked together on implementing controls to maintain and improve the health and safety performance to ensure a safe working environment for staff, visitors and contractors.

As a direct result of the ISO 9001/OHSAS 18001 system, OPG made a huge advancement in the management of COSHH related items and identified a number of chemicals which have now been substituted.

OPG's original perception of the bureaucracy surrounding management systems has been replaced by a new company culture of **"how we do things better"** using the lean IMS system to enhance and improve the business processes.

What OPG has gained on the journey will be used to continually improve the safety and welfare of everyone through a strong, certified and Integrated QMS/H&S Management System.

