

## Overview of Business Improvement Services

Many services that fall into this category enable companies to “get the badge” and therefore gain or maintain business.

However, properly applied, business improvement services deliver improvements in the way companies operate, thereby saving costs and gaining more business even without external certification.

### Benefits

As a result of such services, companies will have any combination of:

- Systems which drive improvements in the way the company operates; results in lower costs, reduced interruptions and increased or maintained business levels
- Systems and documentation which meet requirements requested in tender documents
- Certification to ISO 9001, ISO 14001 and similar standards
- Preparedness for situations which could otherwise affect business continuity

#### SSS Business improvements include:

- Quality Management systems, enabling certification to ISO 9001 if required
- Environmental Management systems, enabling certification to ISO 14001 if required
- Health and Safety Management systems, enabling certification to OHSAS 18001 if required
- Chain of Custody systems, enabling certification to FSC and/or PEFC if required
- Repair of existing systems where companies already have certification but find their existing system onerous
- Business Continuity systems
- Support with documents required to support a sales tender
- Information security systems, enabling certification to ISO 27001 if required
- The SSS computerised INTACT integrated action management system, which reduces the paperwork often associated with the above and provides higher quality management information with less effort.
- Policies for Corporate Social Responsibility or Anti-Bribery

Whilst these services have been applied mainly in the Printing and Engineering industries, there is no reason why they cannot be applied across a complete spectrum of commercial activities.

#### Case studies

##### Stocksigns, Redhill

Stocksigns already had a working 9001 system. However, they acquired another company with a complimentary product line and wanted their operations to be incorporated into their manual; they did not have the time to do this themselves and wanted it to be done before their next external audit. SSS were able to do this in about 10 hours.

##### Bushell + Meadows, Tewkesbury

B+M had a 9001 system but realised that it could be considerably improved. SSS restructured the system and introduced the INTACT action management system. This is now used extensively as a management tool. Following the initial work, SSS were asked to add systems to enable B+M to gain certification to ISO 13485 – Medical devices quality management system. This we did and their subsequent certification enabled them to gain a major contract for such products.

##### Magenta Print and Display, Taunton

Magenta already had certification to FSC and PEFC, but SSS were asked to provide systems to enable them to become certified to ISO 9001 and ISO 14001. This we did, applying the INTACT integrated action management system. Magenta now use this extensively, particularly with their quality management system. Following the success of the 9001 and 14001 system, SSS were asked to incorporate the FSC and PEFC aspects into it to form a fully integrated system.



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