

### Overview

Some companies have certification to ISO 9001 but have systems which they find onerous and deliver little value. Typically, such systems comprise a thick, wordy manual which is consulted only when an audit is due, and does not reflect what actually happens in the company.

In addition to providing quality management systems where there is no existing system, SSS offer a service of taking the above types of system and turning it into something which is workable and provides other benefits for the company.

## Benefits

- Quality management systems which are voluminous and are not used by the majority of company personnel are turned into slim manuals which are easy to follow.
- Systems relate to the actual operations of the company, rather than being written round 9001 (or often earlier) standards; people can actually understand what they mean.
- Because systems are easy to follow, they can be used as a tool to identify scope for improvements and to drive such improvements.
- If the INTACT computerised action management system is introduced, this reduces the forms associated with quality management systems, reduces the workload in administering the system and provides a better quality of management information. The latter enables decisions to be made where improvement gives the greatest effect.

The service comprises:

1. Reviewing the existing system
2. Making recommendations on whether it is better to adjust the existing manual or restructure the system in an easier to follow format.
3. Based on the outcome of [2], adjusting the existing quality management system or compiling a new system.
4. Where agreed, and if it would be beneficial, introducing the INTACT integrated action management system to reduce, and in some cases completely remove, the mass of forms normally associated with a quality management system

### Case studies

#### Print City, Barnsley.

Print City already had 9001 certification, but the manual was not something that they could really understand. SSS were then asked to provide systems which enabled them to become certified to ISO 14001, OHSAS 18001, FSC and PEFC. When looking at how simple the SSS systems were, SSS were then asked to rewrite the quality management system. The system is now an integrated system for all the above standards.

#### 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.

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