

SSS are pleased to announce that Oxford Journals have become certified to ISO 9001:2008.

This certification for Oxford Journals, who are part of Oxford University Press, becomes the hundredth certification gained using the support of Strategic Safety Systems.

Benefits

System tailored to suit existing intranet system – Enabled people to work with practices with which they were already familiar.

Sites on both side of the Atlantic covered – Done at low cost with no travel necessary

At the start of the programme, it was clear that Oxford Journals wanted to achieve benefits from the system beyond just gaining "a badge."

There were working practices in place on their intranet system and SSS worked with Oxford Journals so that additional systems were part of the same approach. The programme was made more complicated by the inclusion of their Cary, USA office within the scope, but we were able to cover both sites with the quality management programme.

Phil Chambers of SSS said, "Normally, we're starting from scratch with customers but the intranet system already in place at Oxford Journals meant that we had the opportunity to build on existing practices. This meant that people were familiar with the operation of the system and we were able to end up with a completely paperless system. So, instead of having something completely new, we have a 9001 system which is an integral part of their whole approach. It was a perfect example of how systems can be tailored to meet the exact needs of a client."

Pam Sutherland, Operations Director at Oxford Journals said, "Quality is extremely important to us at Oxford Journals, which is why we wanted to establish a more formal quality management programme for the operations side of our business, which includes the Production, IT and Customer Services functions. Our ISO 9001 certification should demonstrate to our customers that we have the proper mechanisms in place to provide a high quality of service to them, whether they are authors, readers or purchasers of our journals. We are really grateful to SSS for providing us with the support that made it all possible."



Pam Sutherland receives the certificate from Emma Fawcett-Jones, UK Business Manager of Certification International

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