



## ISO 9001 Case Study

### Edgar Taylor ISO 9001 Implementation



Edgar Taylor Limited are a client focused Chartered Building Company. As a main contractor, they seek to engage in projects ranging from £50k to £3 million in value, usually located within a 50-mile radius of their offices in Buckingham.

The company undertakes new build, refurbishment and restoration projects in a variety of sectors including education, residential, commercial, healthcare, leisure and ecclesiastical.

The Directors of Edgar Taylor decided to implement a Quality Management System compliant with the requirements of BS EN ISO 9001 and engaged the services of Blackmores (UK) Ltd to assist with the implementation of the standard.

A Blackmores consultant was assigned to the project and a comprehensive gap analysis was undertaken to identify areas of compliance and areas where the implementation of the management system would assist the business. This in particular identified the need to implement robust controls relating to contractor management, materials purchasing and project cost control on site.

#### **Building on a Commitment to Quality...**

Objectives and Key Performance Indicators were developed to enforce the company's key objective:

*"To repeatedly deliver quality projects to budget and programme"*

This commitment was aligned and promoted within the Quality Policy Statement and Quality Plans that are created for each project, describing specific customer requirements, expectations and QHSE standards to be achieved during construction activities.

Blackmores assisted in the identification of key company processes leading to the creation of a comprehensive set of documentation including a Quality Manual, operating procedures, supporting documents and a register of relevant UK Health, Safety and Environmental legislation.

Once the proposed documentation was approved, a roll out of the management system was undertaken with the creation of training materials and presentations to staff, leading to the management system being made available to site-based staff via access to the server containing the relevant policies, procedures and supporting forms necessary.

[continued overleaf...](#)



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#### **Promoting Culture Change through and beyond Certification...**

Following the launch of the management system, the Blackmores team created and implemented a programme of internal audits which included compliance checks with ISO 9001 and construction site visits to ensure that operational controls were effectively being implemented and managed.

Finally, Blackmores supported the business during the management review of the system to undertake a comprehensive review of the management system's effectiveness and suitability going forward.

As part of the service, Blackmores provided three UKAS accredited certification body quotations which then enabled Edgar Taylor to select ISOQAR to undertake third party certification of their management system. This in turn led to the recommendation for Edgar Taylor to become an ISO 9001 certified company.

#### **Celebrating Success...**

Following the successful certification audit James Taylor, Managing Director of Edgar Taylor stated that:

*"Our clients, and their professional teams, share a common need: and that's for their projects to be delivered successfully, On time, On budget, and of course with due care for Quality, Health, Safety and the Environment.*

*Working with Blackmores on the implementation and subsequent certification to ISO 9001 confirms our ability to meet all these objectives."*

Further benefits are now expected with the ability for Edgar Taylor to tender for larger contracts in their chosen market sectors.

We congratulate Edgar Taylor on their success and are delighted that the company has retained our services with the agreement of a Q-Care contract to undertake selected internal audits of the management system and to provide consultancy support for future management reviews.