



# Best Practice success through an Integrated Management System

## About

FSL Group – We Design, Build and Finish spectacular spaces

In 2018 our group structure was created to simplify our client offering & align the culture & values across all of our business disciplines.

The Group comprises of –

- Interiors
- Furniture Solutions
- Developments

Each of the 3 companies that make up the group have a shared mission to provide our client exceptional service and support

We constantly strive to practice what we preach to positively inspire & excite as many workplace users as possible. We know when people feel inspired by their workspace & the experiences they have there, they'll want to inspire others

FSL Group operate 3 certified ISO certificates ISO9001 Quality Management System, ISO14001 Environmental Management System, and ISO45001 Health & Safety Management System and have a strong commitment to people and the planet.

FSL Group's approach is understood by understanding that each project is different. Every client is unique.

## Aims

To maintain certification on ISO9001, ISO14001 and ISO45001

The four pillars of any delivery are foundation of our client relationship:

- Honesty say it how it is, come with solution and succeed,
- Efficiency keep your eye on the goal and don't stray,
- Knowledge sharing no industry secrets we share what we know,
- Quality never sacrifice quality. It will bite you in the ass later.
- The Aim and Approach we take for each project:
- Listen to your needs Establish a core brief to understand what you want to get from the process
- Observe If necessary for a workplace strategy we will observe you at work.
- Workplace strategy Advocates of activity based working we will develop a strategy to improve your space.
- Design Space planning, branding, colour choices, feature pieces and all the technical bits.
- Deliver Build, install, deliver and place. This is where the vision become reality.
- Solution ISO standard helped to achieve this (achieve certification)

## Solution

TBC

## Next Steps

- To maintain certification to the ISO certifications – ISO9001, ISO14001 and ISO45001
- To become B-Corp

*"Thank you...  
it's been so nice to  
be able to get on  
top of this!"*

**Hannah Bartlett**

Specialist Workplace Experience



ISO 9001, ISO 14001, ISO 45001