



Case Study

Best Practice success through an Integrated Management System

About

Asahi Glassplant UK Ltd. (AGI UK), part of the AGI Group, is a world leading innovator in glass technology for scientific applications that was founded in Japan in 1950. The AGI UK offices support four established brands within the AGI Group: Glass Solutions, Cambridge Glassblowing, Syrris and AGI Glassplant.

Working in the scientific market, high standards of quality and precision are a priority and AGI UK believe that creating and maintaining satisfaction with their customers is critical to the success of the business, along with developing a safe, open and collaborative work environment for all employees.

To this end, AGI UK were keen to implement a ISO business management system (BMS) compliant to ISO9001:2015 for Quality management and ISO45001:2018 for Occupational Health and Safety management to drive continual improvement, customer satisfaction and a safety culture in the company.

Aims

AGI UK began their ISO journey with clearly defined aims in mind. Of course, achieving certification to ISO9001:2015 and ISO45001:2018 was one of these aims, but there was much more to be achieved.

- Design a management system unique to the culture and processes of AGI UK, adding best practice without changing the heart of the company.
- Identify and manage risks and opportunities across the business.
- Develop processes that drive improvement and the achievement of company objectives.
- Involve employees in activities and discussions to improve ways of working and maintain high safety standards.
- Raise awareness of the business management system and the company's quality and safety commitments.

Solution

From November 2020, Blackmores consultants worked with the enthusiastic team at AGI UK to implement an integrated business management system (BMS). Following Blackmores' proven Isology 7 Steps model, we started by completing a comprehensive gap analysis against the requirement of ISO9001 and ISO45001 and against the company's own commitments to quality and safety.

Solution

Once the gaps were identified, appropriate actions were defined to address each gap, with an emphasis on going above and beyond the minimum requirements wherever possible. These actions, along with the tasks from the Isology 7 steps model, formed the project plan. As an established business with experienced teams, a strong foundation of processes and policies were already in place, so our focus was to build an ISO management system framework, weaving best practice around the existing ways of working so that the BMS enhanced what already existed and aligned to AGI's culture.

Working in close collaboration across several workshops, video conference calls and meetings, key elements of the BMS were created, such as the policies, business risk assessment and continual improvement procedures. Feedback was actively sought from all teams in the business and there were frequent project updates throughout the process to keep everyone involved.

Once the BMS was established, it was officially launched through training workshops, with all employees encouraged to get involved and share ideas. After the formal launch, the internal audits started which was an opportunity to further enhance the BMS before the certification audits began in September 2021.

The BMS that was developed is bespoke to AGI UK, designed to align with the company's culture and strong commitment to meeting the needs of their customers and continually striving for quality and improvement.

As a result of this project, AGI UK have:

- Achieved certification to ISO9001:2015 and ISO45001:2018 in September 2021.
- Established goals and objectives that drive the business forward with the needs of customers and employees at the heart of their vision for the future.
- Developed key processes that provide controls to manage quality and safety as well as prompt improvement activities.
- Embedded risk and opportunity management into daily activities across the business.
- Involved employees across the business in the BMS, encouraging ideas and collaboration.

Next Steps

Achieving certification of the BMS was only the beginning of the journey for AGI UK. They continue to actively seek ways to minimise risks, make the most of opportunities and deliver precision and quality in everything they do.



ISO 9001 |



ISO 45001