

Case Study Correct Contract Services Limited



CORRECT CONTRACT SERVICES LTD

Background

Correct Contract Services are a specialist provider of gas heating systems installation and maintenance services to all market sectors - including the corporate housing sector, local authorities, housing associations and domestic home owners. Amongst their clients are Winchester City Council, Reading Borough Council, Fareham Borough Council, Sovereign Housing Association, Enham and many others.

Based in Andover, Hampshire, Correct Contract Services operate across the South of England and London. Correct Contract Services have been engaged in gas heating systems design, supply, installation and refurbishment (upgrades) including servicing and responsive repairs since Incorporation in September 2007.

Their dedicated Gas Servicing Department currently has a capacity to plan and manage over 16,000 service visits per annum.

Requirement

Due to the nature of the business successful "tendering" is the key to gaining contracts, therefore with this driver the company had established a need for ISO accreditation, particularly for tendering for large contracts. Timescales were established for the **ISO 9001 & 14001** implementation within a plan, and a four month implementation window, based on resource availability.

Customer service was the key.

Correct Contract Services are dedicated to providing service guarantees at very high customer satisfaction levels. To achieve such goals they required improved control methods, therefore the monitoring processes defined by ISO 9001 for quality and ISO 14001 for the environmental business aspects were identified as the correct standards needed to drive the business to its next level, and to provide the essential certification to facilitate successful tendering.

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Managing Director Danny Gladwyn explains ...” Data is logged on the project management system thereby making it directly available to our clients through their own log-in capability. We also analyse client complaints/ compliments levels.

We take great pride in our complaints ratio which has never exceeded 2% and this includes “unjustified” complaints. Our complaints ratio for “justified” complaints rarely exceeds 0.5% and for many months remains at zero. We have only had a single complaint which has necessitated the involvement of our clients to resolve since the company was formed in 2007”

Danny goes on to explain ... “Whilst conducting surveys and analysing feedback addresses the issue of “complaints”, the key element of a successfully delivered project is good and clear communication between all parties involved. We are also reliant upon preferred sub contract resources. ISO 9001 / 14001 has particularly helped us ensure these resources conform closely to our standards both in terms of quality but also meet the legislative requirements of the environment”

Objectives

Objectives and policies were driven from a clear business plan. For April 2010 to March 2011, the main objectives and performance measures were as follows:-

- Maintain a customer satisfaction rate of 97% (customer surveys / email feedback)
- Constantly improve the support and development of staff (performance appraisal)
- Aim for and maintain zero non conformance
- Aim for business split to be 75% commercial / 25% residential due to type of works required and expected profit margins
- Regularly monitor the performance of subcontractors (via KPI ratings)
- Regularly review and monitor our legal environmental obligations

Business Flow Approach - Overview

1. **Reviews** – Objective and policies established
2. **Processes** mapped – identification of areas for improvement
3. **Planning** – Quality / Environmental / Systems integration
4. **Delivery Of Implementation** – IMS (integrated management system) including Quality environmental and “Employ” systems integration.
5. **Creation** of IMS system (QMS EnMS) and Stage 1 and 2 External Audits
6. **Review** – internal audits and Management Reviews

Delivery - how it was achieved

With a sound plan, **Business Flow UK Limited** ensured that all staff were briefed and committed to the ISO objectives both quality and environmentally related. The company was already operating to the Gas Safe code of practice and based on the management framework that was put in place in preparation for ISO.

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The stages throughout the implementation where ISO documentation was required and the need for resource time to develop was reduced as **Business Flow UK Limited** undertook the establishment of these for the company as part of its service:

- The project plan and management indicating and arranging activity timescale resource and budget
- The processes were mapped in electronic format covering all areas of operations.
- The IMS (Integrated management system) was created with the related control documents for Non Conformance and Customer feedback etc.

With documentation in place the external stage 1 Audit was undertaken by **BSI** (British Standards Institution) and no **non conformances** were found, permitting the company to progress to Stage 2 Audit within a short period of time.

The planning and preparation at detail level provided by Business Flow UK Limited enabled the company to undertake the Final Stage2 Audit with minimal disruption to daily activities and a final positive recommendation to BSI for ISO 9001 and ISO 14001 certification.

Outcomes & Benefits

Even prior to the **ISO** certification issue the company had realised benefits of the implementation process. The key areas of improvements being

- Customer service in terms of feedback from customer and continuous improvements to services
- Standardisation of processes
- Documentation control efficiency improvements
- Environmental improvements following documentation reduction and uniformity of document control, and the peace of mind that the company is meeting environmental legislative requirements.

Commitment to the continuous services development and perfection of customers' relationships has been acknowledged by Hampshire County Council. Correct Contract Services have been presented with the Test Valley Small Business of the Year Award 2009/10