

ISO 9001 CERTIFICATION PRESENTATIONS AT CHAMBER HQ

Two Chamber member companies were recently presented with their ISO 9001 certification in a little ceremony at the Chamber office in Ashford.

BUSINESS FLOW UK LIMITED

By David Hall - Managing Director
(ISO Consultant)

Making businesses more efficient in the micro to SME sector is what Businessflow does.



Businessflow provides the experience to assist your company in implementing and gaining accreditation to those important ISO standards - ISO 9001 quality, ISO 14001 environmental, ISO 27001 systems security, OHS 18001 Health and Safety & BS25999 Continuity Management to your business particularly if you are "tendering" for new work. They have helped many Chamber members to successfully implement and attain ISO accreditation.

Their success has been built upon trust and consistency of service delivery with a 100% business success rate in ISO accreditations nationally.

By applying **SIMPLE** steps they help companies from business start-up through the SME sector in both private and public sectors.

Businessflow is certified to 9001:2008 and an ACP BSI (British Standards Institution) consultancy.

For an initial **FREE** review as a Chamber member of your ISO status with regard to quality and environmental status contact David on **0800 1300 519**

To review the services and case studies visit www.businessflow.co.uk

LinkedIn profile

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KITCHEN TO TABLE

A presentation was made for ISO 9001 Quality standard certification by BSI at the Kent Invicta Chamber of Commerce offices in Ashford on 29th March 2011 to Mike Moloney Managing Director of Kitchen to Table Limited.



Mike Moloney (left) receives congratulations from Andy Wilson of BSI (right) while Stuart Brearley displays the certificate

Kitchen to Table Limited are Kent's leading independent internet kitchenwares & equipment retailer with a showroom and warehouse located adjacent to Rochester airport.

Kitchen to Table Limited supply a wide range of kitchenwares, small cooking utensils and equipment to both domestic and trade customers via their internet websites and supply goods for both the home and export market worldwide. For further information on Kitchen to Table see the article on page 15.

They were assisted in gaining accreditation to ISO 9001 Quality Management System by Stuart Brearley ISO Management Consultant who operates the Jigsaw Workshop for small and medium companies to work together to achieve ISO 9001 Quality Standard or ISO 14001 Environmental; standard.

Mike said "I attended the fortnightly Jigsaw club meetings where we were helped by Stuart and others to formulate and produce all the necessary policies and procedures required under the ISO9001 standard"

"I personally found this to be a great help because as a small company there is always the temptation to use a consultant to produce the procedures and policies for the business and what you end up with is at best a "poor fit" for the business with "bog standard" procedures which are hard for the staff to operate and comply with"

"With the Jigsaw Club all my staff had the opportunity to provide input to the policies and procedures and thus we all have a sound working knowledge of the requirements making our business much more manageable"

ANSACOM

Ten years ago Claire Burroughs launched Ansacom, the telephone answering service based in Tunbridge Wells.

"Since answering that very first call on behalf of our client" says Claire "we have grown from a message taking service to providing complete customer service and support for our clients.

"The Ansacom telephone answering service is very good. We don't take it for granted, we are only as good as the last call taken. The software and telephony equipment we use are industry leaders. Whilst we may be a small business with limited resources we have lots of energy and a fantastic team. The question was how could this small business come charging out of the recession?"

"ISO 9001, by its very nature, represented a way in which we could improve our business. David Hall of Businessflow, our ISO management consultant, asked us to explain our business to him, and the systems that we operated! Simply by doing this we recognised how we could make improvements to our processes and even simplify them.

"Having successfully completed and passed the BSI (British Standards Institution) audits for ISO 9001, the world of business awards and tenders have become much more viable for us to win. As a direct result of ISO 9001 we now have the management systems in place ready to open up two new offices in the next two years. Now we are ready to charge out of the recession!"



Claire Burroughs (left) and Christie-Anne Swaine of Ansacom with David Hall.

www.ansacom.co.uk