

Case Study – Quality System Re-design



“John really gets to know and understand your business, which makes working with him a pleasure”

Paul Goldstone – Manager



ISO Team:

John Keen RKMS
Paul Goldstone Manager BOE Publishing Ltd
Melissa Connor PA to the Directors

Project Objectives:

BOE Publishing had a Quality System that needed updating in terms of their procedures against the standard. RKMS were requested to help them with this project.

Background:

BOE Publishing Ltd provides bespoke products to over 200 Trusts throughout the UK. The company was established in 1991 and was the first company to provide emergency departments with an extended range of post-treatment information cards. These provided patients with clear instructions on how to take care of their injury at home.

Assistance Provided:

The company had attended a Chamber of Commerce internal audit training course delivered by RKMS and decided they would like to have their QMS reviewed as the previous consultancy providers had developed flow charted procedures and auditing them was a struggle due to the lack of detailed information contained within the system.

An initial review of the existing system was undertaken to identify where information was missing, the whole QMS was re-written around the BOE's processes to ensure the procedures were in line with actual practice.

An electronic management system was generated and all auditors were provided training in the system

Outcomes:

The company retained certification to ISO9001 and now have a management system they use on a daily basis and can understand the content.



RKMS have over 20 years experience in risk and compliance other services include, business improvement/lean management, environmental health & safety support and ISO standards implementation

RKMS

Lancaster House, Amy Johnson Way
Blackpool, Lancashire FY4 2RP

T: 0844 815 7765 E: info@rkmsuk.co.uk W: www.rkmsuk.co.uk