

Case Study – ISO9001 Automotive Supply



ISO Team:

John Keen	(RKMS)
Neil Sutherland	Quality Engineer
Kevin Gilbert	HR, Legal & General Affairs Manager
Tom Oyamada	General Manager
Christopher Fee	Finance Manager
Kathryn Naisby	Team Leader
Enrique Escobedo	Manager

Nissan Trading (Europe) Ltd are highly delighted with the service provided by John and his team. RKMS had a methodical and professional outlook towards the project, this combined with a friendly approach and in depth knowledge of ISO9001 we achieved certification within six month of our initial application. We would recommend the excellent service provided by RKMS to any other company.

N.Sutherland – Quality Engineer

Project Objectives:

To assist Nissan Trading (Europe) Ltd Sunderland site to achieve certification to ISO9001. The driving force behind certification was to generate a continuous improvement culture within the business and to support further growth of the business. The company has significant growth plans over the next few years and having a structured management system in place will allow them to grow throughout Europe in a strategically controlled manner.

Background

Nissan Trading (Europe) Ltd is a subsidiary of Nissan and provides supply chain management for Nissan and Renault. They deal with the complex issues of sourcing suppliers and managing the global supply chain to supply automotive giants to just in time requirements and exacting quality requirements.

Assistance Provided:

- An initial scoping visit was undertaken with the Senior Management Team a steering committee was compiled and worked closely with the RKMS consultant to achieve the goal of certification.
- A gap analysis was undertaken by RKMS to identify areas of strengths and weakness along with any gaps to the requirements of ISO9001. From this gap analysis an action plan was developed with key implementation milestones, clear responsibilities and timescales were allocated.
- The RKMS consultant delivered awareness training in the requirements of ISO9001 to the steering committee that then cascaded this information throughout the organisation.
- RKMS also provided ISO9001 awareness & internal audit training to a team Nissan employees.
- All documentation, procedures & instructions were generated and incorporated into an electronic management system (issosmart™) that allows all staff to have access to the latest information at the touch of a button.

Outcomes:

The company achieved certification to ISO9001 via BSI a UKAS accredited Certification Body at the first attempt.

Nissan Trading (Europe) Ltd are looking to use this certification as a demonstration to existing clients and potential clients that they operate to best practice and assure customers of their ability to meet their complex needs within the automotive supply chain.

Nissan Trading (Europe) Ltd are now looking to spread the implementation of the Quality Management System to a further 5 European sites in the next two years.



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

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