

## Case Study – ISO9001 & ISO14001



We were supported by RKMS every step of the way and provided with comprehensive materials in which to create our procedures and management system. Explanations of the process and what we needed to do to win the accreditations of ISO9001 and ISO14001 were clear and concise. Our consultant John Keen also made himself available to us, either via email or phone, between visits when we needed his expertise. We have no doubt that we could not have achieved our accreditations without using the services of RKMS"

**Nick De Shapland – Managing Director**

### ISO Team

Nick De Shapland - Managing Director  
Shirley Ellis - PA to the Managing Director  
Nicola Loxton - HR Assistant  
John Keen - RKMS

### Project Objectives

To assist the franchise to obtain ISO9001 & ISO14001 to enable them to tender for larger contracts through a system that reflected how the business operated.

### Background

ServiceMaster provide communal, commercial and industrial cleaning services in the Reading & Newbury region. The company had recently been unsuccessful in a number of tenders for larger contracts and Local Authority work due to being unable to satisfy the pre-qualification requirements of a UKAS certified quality and environmental management system. Obtaining ISO9001 and 14001 was seen as a key strategy objective in order to enable the company to grow and compete with other major players in the contract cleaning sector.

### Assistance Provided

A gap analysis was undertaken and an action plan generated with clear responsibilities for all involved in the project.

A fully electronic and integrated management system was developed to cover all requirements of the standard as well as providing detailed instructions on how related activities are controlled by the company.

### Duration of Project

A total of 8 days consultancy was provided which included development of the system, training in the use of the system as well as internal auditing and attendance at the external assessments by the certification body.

### Outcomes

The company obtained certification to both standards at the first assessment by ISOQAR and have the capability to maintain the system in house following the training delivered.



**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**

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\*Fire Statistics: Department for Communities and Local Government Great Britain April 2012 to March 2013.