



## COMPANY CASE STUDY

### Keeping pace with ISO 9001

#### AT A GLANCE

##### Challenges

- Resources
- Inexperienced in ISO
- Demanding industry landscape

##### Benefits

- Client satisfaction
- Increased tender opportunity
- Structured risk management

#### OBJECTIVES

Everclad wanted to achieve ISO 9001 as a result of changing landscapes when it came to client expectation. In order to further build on existing client relationships Everclad decided to embrace the ISO 9001 journey with the support of Dimension in order to build experience and knowledge to be able to manage in house.

#### SOLUTIONS

Solutions included:

- Gap analysis against the requirements of the standards
- Strategic planning across the business to ensure integration
- Development of the existing management system with new bonus elements
- Upskilling employees to be able to manage the ISO 9001 in house
- Retained guidance and support for the business on their journey

#### BENEFITS

##### Client Relationships

By demonstrating effective, third party certified, risk management systems the Everclad are more appealing to their existing and target clients.

##### Strategic and Operational Direction

Effective risk management forms part of all elements of the business meaning a centralised strategic and operational benefit.

##### Ongoing Risk Management

The management system takes into account risks and opportunities across the business, which means all departments are accountable for effective risk management and team working.



*"I've worked with Mel for many years now so we knew she was the right choice to support Everclad."*

*"Her transparent, straight talking approach means we get the guidance we need when its needed"*

**Ged Rotheram**

Managing Director  
Everclad Ltd