

## Case Study

## Implementing ISO 9001:2000

"Thanks to OLC (Europe) Ltd our quality team have implemented a world class business system that sets the precedent in the glass industry. This system is moving us ahead of the competition and will undoubtedly maintain our leading position in the industry."

**Glenn Day, Chief Executive**

### Customer

AG Glass Limited

### Profile

AG Glass Limited is a manufacturing company specialising in the design, manufacture and distribution of hermetically sealed glass units for commercial, industrial and domestic use.

### Challenge

The challenge for AG Glass was to rebuild their old ISO 9001: 1994 quality management system into a new business system compliant with the new ISO 9001: 2000 standard.

### Solution

Over a four-month period a quality team worked together under the supervision of OLC to address this company-wide challenge. The focus was on working as a team and on maximum involvement in ISO 9001: 2000 system development from everybody at AG Glass – from sales to dispatch, from managing director to shop floor operators.

### Key

### Interventions

- Completion of a GAP analysis tool, comparing the requirements of ISO 9001:2000 to current practice in order to identify areas that required development and improvement
- Project planning using simple practical tools like the OLC Mission-Objectives-Task board
- Process mapping of business-wide activities and facilitation for documenting methods of work flow to deliver manufacturing improvements
- Ensuring involvement and buy-in from all departments through interviews and process map reviews with all departmental managers and supervisors
- Communication exercises: OLC facilitated the presentation of the new system to the owners, senior directors, managers and work force to communicate the new operational improvements for AG Glass

### Benefits

OLC (Europe) Ltd and AG Glass have created an integrated business system that:

- Integrates all departments and other subsystems that were previously managed separately
- Adds value through improved resource management and increased effectiveness of company processes
- Is transparent and user-friendly and is available in electronic form over the company intranet and also to customers on the Internet
- Is understood throughout the company
- Is used for marketing and increases the credibility of AG Glass amongst customers, suppliers and investors
- Provides a benchmark within the glass industry and hence positions AG Glass as an industry leader

### Company history

AG Glass (UK) Ltd have been trading since 1985. The principal products are hermetically sealed, double glazed units that are sold to trade. In order to meet exacting requirements, the company offers a very quick 'turn round' from receipt of order to delivery of three or four days. The company has earned an excellent reputation for providing a quality product to it's customers.

