

## Case Study

## Implementing ISO 9001:2000

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"Quality management system in line with ISO 9001: 2000 is a necessary step for us to create credibility and new sales opportunities for our business. With OLC's help we have achieved this effectively".

**Stuart Grimshaw, Director**

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**Customer** Metfast Limited

**Profile** Metfast Limited are a world class supplier of non-ferrous metals and industrial fasteners to the power industry.

**Challenge** Metfast Limited had an excellent quality system in place yet this was not fully in line with the requirements of ISO 9001: 2000. The challenge was to achieve the certification in a relatively short period of time (3 months). OLC had to plan the activities in a way that they could not disturb day-to-day running of the business.



**Solution** OLC facilitated focused 2-hour meetings when all activities were to be performed. The focus of the implementation team was on simplicity, only using value-adding activities and maximum effectiveness of the implementation process. As a result OLC created a highly visual, easy-to-use, business system, which was created and developed by everybody in the company.

**Key Interventions**

- Gap analysis of the current quality system using the requirements of ISO 9001: 2000 as a checklist
- Project planning - setting objectives, tasks and deadlines for the activities
- Provided process mapping training and then facilitation of the process map reviews by relevant persons
- Audit training

**Benefits** Benefits were seen in three key areas. Metfast staff became adept at project management – from planning and facilitation of the activities till invitation of the accreditation body. Metfast were fully involved in the business system creation and are thus able to continue improving and maintaining the system in the future due to this learning by doing approach. As a result of achieving certification Metfast has seen the business grow and managed to attract new customers.

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### A Brief Company History

Metfast Limited is a micro SMEs based in the North-West of the UK. With 30 years experience of the non-ferrous metals industry, Metfast offers an extensive range of products and services, it maintains competitive prices and generates customer satisfaction through their business quality system.

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