Case Study   ISO 9001 and Business Culture

"A lot of effort and hard work has been invested in this quality certification but we are already seeing the benefits. We now have a clearer vision of our systems and how we can continue to improve the business to deliver greater benefits to our clients." He continued, "It has also reinforced our business culture which balances a structured approach to project management with the need for flexibility and creativity in meeting our clients' business requirements."

Chris Gledhill, Managing Director of PDMS

Customer

PDMS Limited

Profile

PDMS are strategic ICT partners to numerous organisations, providing not only software development skills but also consultancy and business analysis expertise.

Challenge

To introduce ISO 9001: 2000 quality management systems practice, incorporating continuous improvement to a fast moving, high technology, ICT business solutions company.

Solution

Over 12 months, PDMS undertook a thorough review of their business systems, and to achieve certification, underwent a series of internal and external audits. Exploiting the potential of internet technology, PDMS used their own internal on-line business system, known as IBiS, as their core quality management system including document control and management.

Key Interventions

- Training and building awareness of PDMS management in the requirements of ISO 9001:2000
- The training and facilitation of new auditors in internal quality audit practice and reporting
- Facilitation of process mapping and identification of process performance indicators
- The analysis and comparison of the in-house, on-line business system to the requirements of ISO 9001:2000
- Guidance in identification and selection of an appropriate third party assessment authority

Benefits

The ISO 9001 certification has brought recognition for PDMS within the quality arena. The internal audit reports created by the PDMS audit team have been adopted as best practice examples as part of the one day British Standards Institute Information workshop on ISO 9001: 2000 Guidelines for auditing of quality management and environmental management systems.

A Brief PDMS History

The company was established in the Isle of Man in 1993 with an initial focus on sophisticated database design and software development. The company soon expanded and now focuses on providing bespoke software solutions to solve the specific requirements of individual businesses. With the growth of the Internet, PDMS has acquired expertise in web-enabled applications from relatively straightforward brochure sites to sophisticated n-tier business applications.