

Case Study

Business System Certifications

"OLC (Europe) Ltd have delivered an ISO 9001: 2000 solution to the Housing Association sector that is truly remarkable. OLC facilitated the development from Space New Living Limited having no formal quality management system to developing a value adding integrated business system that involves all employees; incorporates continual improvement; has improved the Board of Directors performance; and is the foundation for future developments. This system has also been the foundation for Investors in People, Best Value Management and achievement of the esteemed Charter Mark"

Dr Chris Bamber, Managing Director, OLC (Europe) Ltd

Customer

Space New Living Limited

Profile

Space New living are a modern housing association with the main office in Salford, Greater Manchester which employs around 60 people full time and manages over 2,500 homes in the north west of England.



Challenge

Space recognised that increasing competition in the market they operated coupled with increasing performance demands from local, regional and central government, meant the need to embrace a new management system that was able to facilitate the organisation into the future.

Solution

A six-month programme aimed at developing a competence in ISO 9001: 2000 was undertaken to deliver a fully integrated working system that considered key processes, process improvements, process measurement and review. An ISO 9001: 2000 audit programme and methods of auditing were also developed.

Key

Interventions

- Completion of GAP analysis tool, comparing the requirements of ISO 9001: 2000 certification to current practice at Space in order to identify areas that required development and improvement
- Process mapping training and facilitation for documenting methods of work flow and deliver operational and administrative improvements
- Training the senior management team in performance measurement
- Facilitating the creation of a simple but comprehensive integrated and electronic management system and methods of recording results of measurements

Benefits

The process based management approach to system improvement has proved to be the foundation for expansion of the Space housing business. The OLC interventions have facilitated the introduction, not only of Quality Management System (QMS), but the cornerstone for Best Value, Charter mark and IiP systems.

The Service Profile

Space New Living Ltd is a forward thinking and innovative housing association based within the Northwest, UK. During 2002 a staff conference and staff survey led to a major review of their employment conditions and the introduction of a pay and benefits package that is second to none within the housing sector. In recognition of the continuing investment the company makes in its staff, it is now a recognised 'Investor in People'. To build upon its success Space has also initiated several projects to develop and encourage young people to reach their full potential through schemes such as New Deal, NVQ qualifications and other work/lifestyle training.
