

Case Study

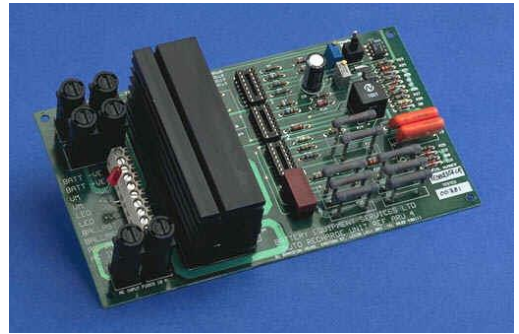
ISO 9000: 2000 Certification

"We needed to improve our business performance in order to remain competitive and become fit for the future. The OLC team have helped us to develop an impressive process based quality management system which incorporates our key performance indicators and has facilitated an improvement project culture."

Chris Unsworth, Managing Director (UAL Ltd)

Customer United Automation Ltd

Profile United Automation is one of the UK's leading manufacturers of industrial power control products. The company was formed in 1964 since when the business has expanded, ultimately relocating to a new purpose built factory in 1999. The company's markets are international with products being sold into a wide variety of industrial sectors and market segments including end users, product distributors, contractors and OEMs (Original Equipment Manufacturers).



Challenge To help United Automation gain certification to ISO 9000: 2000.

Solution OLC (Europe) Ltd began by helping UAL Senior Managers identify their key business processes. With all business processes identified OLC consultants then helped UAL to integrate their existing extensive procedures and work-instructions within the revised management system, and to develop and deploy the Information Systems needed to distribute the system throughout the entire plant.

Key Interventions

- The immediate identification of key business processes
- Senior Management training on the key requirements of ISO 9000: 2000, the certification process and how to add real value through gaining the standard
- A communications audit within the workplace
- Briefings for staff to support the changes being implemented
- An extensive gap analysis highlighting potential areas of weakness against the standard
- The development of detailed project plans to guide all certification activities
- The development of an on-line intranet based ISO 9000: 2000 Process Based Management System

Benefits United Automation became ISO 9000: 2000 certified in 2001. Their Management System has provided them with the tools needed to deliver exemplary standards of product quality to their customers whilst providing the business with the factual information that it needs to successfully develop new products and enter new markets in the future. OLC intervention formed the foundation for long-term improvements within the business by providing the UAL management team with the information needed to plan and manage their improvement activities efficiently and effectively.

The Service Profile

United Automation design and manufacture a multitude of products, adaptations and custom designs. The standard product range covers the majority of power control applications, however, where the customer has a requirement which cannot be met by a standard product, UAL specialize in providing bespoke design solutions. This is a key differentiating factor for UAL as the size of the company and the expertise of their design team means that they can react quickly to provide high quality design solutions, which leave competitors standing.