



*...without fear,
or favour...*

CASE STUDY ADA NETWORKS

“ We are in a very competitive industry and it is essential that we manage and maintain a formal quality system. ISO 9001 has ensured that we have exceeded the service requirements of our customers. ”

Peter Keast, Operations Manager, ADA Networks Ltd



ADA Networks Ltd, formed in 1994, is a specialist provider of voice, video and data communications solutions. Their clients include SMEs, Global Enterprises, NHS, and Local Government.

ADA Networks has held ISO 9001 certification with the British Assessment Bureau (BAB) since 2007, and have also demonstrated their commitment to improving their environmental performance by adhering to the ISO 14001 standard, which they have successfully maintained since March 2009.

WHY ISO CERTIFICATION?

Peter Keast, Operations Manager at ADA Networks Ltd, explains the importance of maintaining standards.

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Many of BAB's customers choose to combine their management system standards. ISO 9001 and 14001 share many of the same principles and can be integrated seamlessly, offering outstanding value for money.

“ We decided to implement ISO 14001 as our industry has a massive impact on the environment. We have always strived to mitigate this impact by delivering solutions that maximise energy efficiency and reduce organisations' carbon footprint. ”

CERTIFICATION PROCESS

BAB undertakes an initial gap-analysis, to assess an organisation's readiness for certification. The organisation is then provided with a detailed pre-audit assessment report and is required to work through any required actions. Peter says of this process,

“ The whole process was made so simple by means of an initial gap analysis and a thorough explanation of what was required of us. Guidance through the whole process to make us ready for assessment was excellent and we were surprised how easy it actually was. ”

Once an organisation is ready for a formal Audit Assessment, a Lead Assessor will make the required arrangements for the Audit to take place. Peter says,

“ The audits were thorough and useful. Although we passed our assessment, we were given guidance on how to further improve our processes to ensure continued improvement. ”

WHY BAB?

BAB has over 40 years experience in the assessment industry and is UKAS accredited. Their reputation was established in 1969 as a specialist in certification scheme management. In 1997, the Secretary of State for Trade and Industry approved the use of the word 'British' in the corporate title in recognition of their pre-eminent status. Peter tells us why he chose BAB,

“ After searching Google, I was impressed by what I saw on the BAB website. Following an initial meeting, I was sure that BAB was the right organisation to help us achieve our ISO certifications. ”

BENEFITS OF IMPLEMENTATION

Today, quality isn't an option, it's a necessity. Whether your organisation is in the Public sector, Private sector, is a charity or you serve a membership, your clients want to be sure they're in safe hands. Successful organisations recognise that their quality and its assurance is most credible when validated by a respected third party. The benefits include a more motivated workforce, less costly re-work and increased client satisfaction.

Being certified can also help you to gain external finance, qualify for tenders and set you apart from your competitors. In fact, 1 in 5 of BAB's clients see an increase in new orders as a direct result of achieving ISO certification, according to findings from the 2010 client satisfaction survey. Peter says,

“ ISO certification has improved our internal processes and awareness of how we operate and transact business. In more and more commercial situations, having ISO certification has helped us to differentiate ourselves from competitors. It is fair to say we have won business that we may not have done without ISO certification. ”



THE BRITISH ASSESSMENT BUREAU

Our reputation was established in 1969 as a specialist in certification scheme management. In 1997, the Secretary of State for Trade and Industry approved the use of the word 'British' in our corporate title in recognition of our pre-eminent status.



Today, we certify organisations to recognised standards like ISO 9001 (quality management) and ISO 14001 (environmental management) and provide a range of associated training. Outside of ISO standards, we design and manage bespoke assessment schemes. Such schemes are based on the establishment of standards, which can be developed to be recognised company-wide, industry-wide, nationally or internationally.

We are active in the area of setting national standards and are expert contributors to the influential British Standards

QS/01 and AUS/01 committees. These committees have the responsibility for representing the UK in quality management and audit standards issues, as an ISO (International Organization for Standardization) member.

Above all else, we believe it essential to work with our clients as true partners. To this end we are committed to being recognised as the most customer focused certification body in our industry. In independent client satisfaction surveys, 99% of our clients said they would recommend us. We are also proud to be a customer service award winner and have been a recognised Investor in People since 1999.

UKAS

The United Kingdom Accreditation Service (UKAS) is the sole National Accreditation Body recognised by Government to assess organisations that provide certification services to internationally agreed (ISO) standards.

Because we are UKAS accredited, our clients can be assured that they are receiving the most appropriate service for their needs. Engaging a UKAS accredited certification body is often a stipulation for public sector tenders and large-scale private sector supply chain work. It also facilitates access to international markets since the UKAS name is recognised throughout the world.

Our maxim 'without fear or favour' typifies our ethical approach. We will never allow the fear of consequences or the promise of favour to influence our professional judgement. In addition, as a UKAS accredited certification body, we are overseen by a powerful Impartiality Committee that ensures our objectivity and independence.



FOR FURTHER INFORMATION ON
CERTIFICATION AND HOW YOU COULD
BENEFIT CALL US ON **0800 404 7007**
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•••• www.british-assessment.co.uk

