



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

CASE STUDY APEX HOLDINGS

“Our certification sends a clear message to our clients that we are professional and accountable in everything we do.”

Stewart Thornton, Health, Safety and Environmental Manager, Apex Holdings



Apex is a construction and development company operating in the private, public and insurance sectors, as well as developing residential and mixed schemes. Apex specialise in fit out refurbishment and maintenance and have twice featured in the Sunday Times Fast Track 100.

In a bid to reduce the environmental impact of its activities and drive out inefficiencies, Apex has achieved and continues to maintain an impressive trio of certifications to three key management system standards: ISO 9001 (quality management), ISO 14001 (environmental management), and OHSAS 18001 (occupational health and safety management).

WHY ISO CERTIFICATION?

Many of BAB's customers choose to combine their management system standards. All of the ISO management standards (as well as OHSAS 18001) are designed to be compatible and all or any combination of these complementary standards can be integrated seamlessly. They share many principles, so choosing an integrated management system is straightforward to implement and can provide outstanding value for money.

Stewart Thornton, Health, Safety and Environmental Manager at Apex, is responsible for providing guidance on policy and procedures on all safety related issues for the company. Stewart explains the benefits and importance of maintaining a formal management system in his industry,

“ *These standards provide a framework which ensures a clear, transparent and cohesive system that is easy to follow and implement. Our certification sends a clear message to our clients that we are professional and accountable in everything we do.* ”

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. Stewart says of this process,

“ *A first class service from the first meeting with our Lead Assessor, through to the visit from the Auditor, who I must say is excellent in the way he goes about his job. There were no problems, just solutions.* ”

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

“ *The audits were very good and extremely helpful. The tips and suggestions will certainly ensure that all future surveillance visits are less stressful.* ”

WHY BAB?

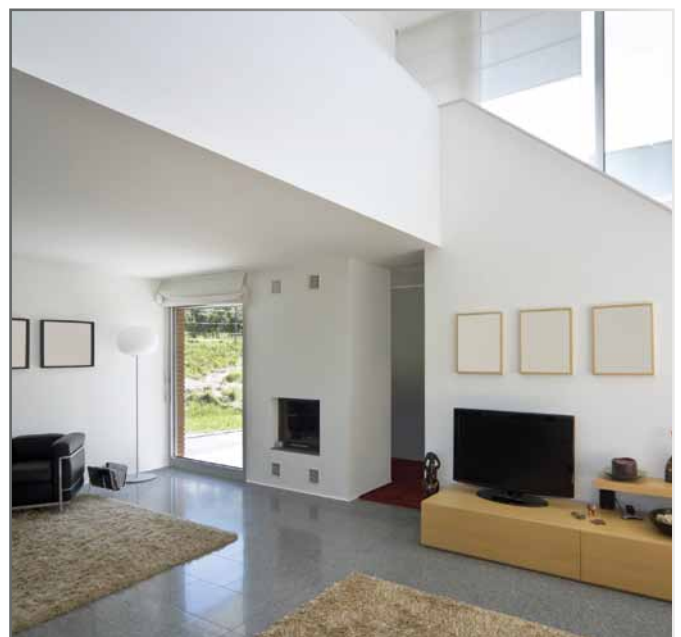
BAB believes it is essential to work with their clients as a true partner. Their maxim 'without fear or favour' typifies their ethical approach to such partnerships; they will never allow the fear of consequences or the promise of favour to influence their professional judgement. Stewart tells us his experience,

“ *I had used BAB before [in a previous company] and found them to be very helpful - before, during, and after certification. The relationship with BAB is more of a partnership, rather than client and provider.* ”

BENEFITS OF IMPLEMENTATION

Successful organisations recognise that their quality and its assurance are most credible when validated by a respected third party. The benefits include a more motivated workforce, less re-work and increased client satisfaction. Clients tell BAB that gaining certification can also help to access external finance, qualify for tenders and set them apart from competitors. Stewart says,

“ *A robust system that anybody can follow, which is allied to opportunities to tender for more work with selective clients. Achieving certification has certainly opened up more business opportunities for the company.* ”



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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