



...without fear,
or favour...

CASE STUDY



“ Our certifications have meant that we can offer our clients an assurance that we are certified to the two standards. Having improved quality processes in place has reduced our waste and improved efficiency. ”

Graham, Xerox (UK) Ltd



Xerox is the world's leading global enterprise for business process and document management. They provide the industry's broadest portfolio of document technology, services and software, and the most diverse array of business process and IT outsourcing support.

Graham Hill, Operations Manager for an off-site print centre at Xerox Global Document Outsourcing (GDO), was responsible for implementing the ISO 9001 and ISO 27001 standards, which their site has proudly held with The British Assessment Bureau (BAB) since 2008.

WHY ISO CERTIFICATION?

Robust information security is of vital importance for the diverse range of clients that entrust their sensitive data and documents in Xerox's care. Graham tells us why he sought ISO certification for his organisation.

“ It is my job to ensure that the site gives the best service possible to our clients. To help with achieving this implementing the ISO standards was a logical step. ”

“ ISO certification is further endorsement from an external body that Xerox Global Document Outsourcing (GDO) has processes and procedures in place to ensure that clients work is dealt with in an organised and quality driven manner. ”

CERTIFICATION PROCESS

Once an organisation decides to go ahead with certification, they are assigned a Lead Assessor who remains the principal contact throughout the registration process and beyond. Prior to a formal Audit, the Lead Assessor visits to explain the standard and undertakes a conformity assessment of the organisation's current arrangements. The organisation then receives a detailed report including all required actions and together with their Lead Assessor, determines an appropriate timetable for the Audit Assessment. Graham tells us of his experience.

“ The whole implementation process went very smoothly. We were fortunate in that we already had a lot of the required quality processes in place and it was just a case of bringing these in line with the ISO requirements. Our assessor was very thorough and helpful taking us carefully through the processes and requirements of both ISO 9001 and ISO 27001. ”

“ Implementing the standards has given us the opportunity to revisit our policies and procedures and make improvements which have benefitted both our clients and ourselves. It has been a team effort, with everyone on site being actively involved. ”

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

“ The actual audit process was very in depth and thorough and feedback identified a few areas where further improvements could be made. In general, the feedback was very positive and it was nice to receive recognition in the form of successful certification for the work we had put in. ”

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.

BAB was recommended to Xerox by a business associate, and here Graham tells us of his experience of working with BAB.

“ The service we have received from BAB has been excellent – they come across as a time served organisation with a wealth of experience in the field. ”

“ The highlight of the service for me was the efficiency with which the assessments and audits were carried out. We also greatly value the helpful advice and assistance given throughout the process and the professionalism of our Auditor. ”

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 costly re-work and increased client satisfaction. Being certified can also help you to qualify for tenders, gain external finance, and set you apart from your competitors. In fact, 44% of BAB's ISO 9001 certified clients saw an increase in new orders as a direct result of achieving ISO certification; according to findings from their 2011 client satisfaction survey.

Xerox understands the importance of certification as a differentiator in a very competitive market and the information security standard, ISO 27001, is particularly relevant to its business. Graham tells us just some of the many benefits ISO certification has brought to his organisation.

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“ ISO 27001 is clarification to our clients that we take all aspects of IT and data security seriously and have documented procedures and processes in place to ensure it is regularly reviewed. ”



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**
OR EMAIL **help@british-assessment.co.uk**

•••• www.british-assessment.co.uk

