



CASE STUDY BANCROFT

Having grown steadily since 1996 as respected building contractors, Bancroft share their story on how ISO 9001, ISO 14001 and OHSAS 18001 have helped their business after 7 successful years.

- Building contractors with ISO 9001, 14001 and OHSAS 18001
- Helped save time and increase competitiveness
- Reduced duplication and improved consistency
- Helped with the induction and integration of new staff

"All of the assessors we have had have been excellent, helping identify where we can improve. They have brought examples of best practice they have seen in other companies to our attention, and we have found this to be invaluable."

THE CHALLENGE

In 2008, Bancroft was growing at a healthy rate and Jason Dodd - the company's SHEQ Director - was keen to demonstrate to customers that they were meeting best practice in key areas. Jason, along with Board members, also wanted to standardise processes to reduce the possibility of problems occurring as the organisation grew.

"We began looking at the ISO and OHSAS standards so we could show our clients that we take health and safety, the environment and quality management seriously. As an added incentive, it also looked like certification would save us time when completing tenders whilst providing a competitive edge."

THE SOLUTION

With the relevant standards chosen, the next decision was to choose the right Certification Body to work with. Jason looked back at the decision made over 7 years ago, saying;

"We selected BAB because, after interviewing other certification bodies, we felt that BAB displayed both the best understanding of our sector and our way of working."

"The process was much easier than expected because of the way BAB presented it to us. They were also flexible on working with our timelines. It was all explained very well and they guided us through the process step-by-step. Thanks to the guidance that we had from BAB, we found the process straightforward."

BAB's ethos is to be pragmatic and understanding of the pressures of running a growing business. Ultimately, the intention of ISO standards is that they help the business, not burden it. Jason commented on the relationship established over the years;

"Since we have been with BAB, all of the assessors we have had have been excellent, with a wealth of knowledge helping identify where we can improve. They have brought examples of best practice they have seen in other companies to our attention, and we have found this to be invaluable."

THE RESULTS

Jason shared his thoughts on why certification is more than just a badge to Bancroft;

"Taking on ISO and OHSAS has definitely had a positive impact on our business. It is fair

to say that the competitive edge helped us through the recession. Importantly, we have significantly reduced duplication of some tasks and have streamlined our business to bring consistency and structure to what we do. Because of this, it saves time bringing new employees up to speed more quickly on our processes and also provides ongoing consistency and structure across all our staff."

For their clients, certification gives reassurance that Bancroft meets best practice across all key business functions. Whilst ISO 9001 shows the company is committed to delivering a high level of service, ISO 14001 and OHSAS 18001 provides the additional comfort that they also meet relevant legal requirements. As a result, those who choose to use Bancroft can be confident that they have made the right choice.

Reflecting on the experience over the past 7 years, Jason summed up the relationship between the two companies;

"We value the long term relationship we have built with BAB. It has become a true partnership. We are very, very satisfied with their service."



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Jason Dodd, Bancroft

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