



CASE STUDY KKB GROUP

The KKB Group provide a range of services to the construction industry, with well known clients such as Tarmac, Hansen and Skanska. Quickly breaking the £40m turnover target, they share how standards have become integral to their ambitious growth plans.

- Moved to UKAS accredited ISO 9001, 14001 & OHSAS 18001
- Improved efficiency and procedures for growth
- Certification helps save time in bidding for tenders
- Safeguards employees and clients

"Employees have taken it onboard; there's been a mindset change and I have seen a difference in professionalism. I saw this as something we needed to do to run efficiently, safeguard employees and protect our clients. I couldn't have asked for more"

THE CHALLENGE

With the business growing at a rapid rate since the company's inception 20 years ago, Managing Director – Del Bhanot – was conscious that the right foundations would need to be in place in order to facilitate further growth.

"With a big drive for growth, we recognised systems would need to grow. Being in a high-risk industry, we were driven to ensure we had effective management in place for the benefit of our own team, and our clients."

THE SOLUTION

Although some certifications were already in place, the company were keen to progress to UKAS accredited certification across all standards to demonstrate their standing in the industry. Del commented, saying;

"The company was ready to move to the next level, so we wanted these certifications in place as a benchmark. They would also help with overall management, as we begin to departmentalise the business. With the help of our trusted consultant Simon, we picked the British Assessment Bureau (BAB) as the preferred option."

KKB's consultant Simon Wakeham shared why he felt the BAB were the right fit;

"Whilst there was a commercial drive for certification, this wasn't just a tick box exercise – the systems had to work with the business. I found BAB's approach was better than others, with a pragmatic approach to auditing. The pricing was also good compared to other certification bodies."

THE RESULTS

It's important that all parties communicate well in order for the certification process to run smoothly. Del recalled his experience;

"Simon integrated with us quickly, together with our assessor – Gordon. Although to meet our deadline we had to open the office on the 23rd December, we were really happy to get through the process so quickly and be in a great position for the New Year."

Simon added;

"We couldn't have asked more from Gordon. Certain comments I took onboard, but the important thing was that we could have a healthy debate. Other assessors in the past have said we must have certain things in place and it would simply result in a process being

created with no value to satisfy their wishes. We never felt pushed to do this with Gordon."

Del added his impressions of the audits;

"I was very impressed. Gordon wasn't overly formal and despite the audit lasting for some time, it didn't feel like a stereotypical audit. We appreciated suggestions in the spirit of continual improvement."

He added;

"We're now in a great place. It's so much harder to get into some areas without having the ISOs in place, and additionally it means we can tick the box rather than waste time filling out multiple questionnaires or risk being rejected."

Businesses invite growing pains if they don't have the right support in place to help them take the next big step forward. Whilst certification would help them win and retain business, Del was focused on how good systems would benefit everybody at KKB;

"As MD, I can feel confident we have set procedures – I'm not left wondering what certain people are doing and how they're doing it. It saves me a lot of time because I don't have to be heavily involved; I can focus on running the business and driving growth."



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Del Bhanot, KKB Director

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