



# CASE STUDY MEDITECH

Meditech provide non-emergency patient transportation services, ranging from rapid response 'blue light' scenarios to repatriation from across Europe. ISO 9001 provided an opportunity to ensure they met industry benchmarks and were competitive in tenders.

- Patient transportation provider achieves ISO 9001
- Won a major contract due to certification
- Benefit from improved internal communication
- Amongst first to make transition to latest ISO 9001:2015

*"Without ISO 9001 we would not have won a major tender which has given our business stability, enabling us to concentrate on other contracts."*

## THE CHALLENGE

With research showing ISO 9001 was compulsory when Tendering for NHS Contracts, Kay Massey at Meditech recognised that achieving certification was a priority for the business to remain competitive.

As with any new initiative, buy-in is essential for the benefits to be realised. When it came to implementing their ISO 9001 management system, Kay explained her approach;

*"Whilst ultimately my responsibility, I worked with a member of staff within each department to ensure our management system reflects that we work as one. In my capacity as Office Administrator, I also compile and present data analysis at management meetings – everyone in the organisation is a part of our ISO 9001."*



## THE SOLUTION

Achieving certification involves an initial assessment to help form a roadmap to move forward with, followed by a formal assessment once the management system has been implemented. With it being quite a commitment, Kay explained why she felt the British Assessment Bureau (BAB) were the right fit;

*"I found ISO hard to research. I was faced with people telling me everything from them being the only Certification Body to others who were not even accredited by UKAS. I didn't know who to trust, so the professionalism and support from BAB really stood out. As a result, I knew who I wanted to go ahead with before I submitted the quotes to management!"*

It was then over to BAB to deliver on their promises. Kay shared how she found the implementation process, saying;

*"Our Assessor has been really professional and over time has really got to know us as a company. Coming from a background of working at large companies, my previous experience of Assessors is that there is little added value. With BAB, our Assessor shares best-practice and we also benefit from excellent support from our Account Manager."*

## THE RESULTS

Initially nervous about the prospect of ISO 9001, Kay found that Meditech already had much in place to help towards certification. Implementing the standard has helped ensure everyone is singing from the same hymn sheet, giving assurance to their customers that they will receive a consistent high level of service. Kay expanded, saying;

*"Internally, it's nice to see how we are doing. My involvement in implementing ISO 9001 has enabled me to learn how our processes fit together. Recording and documenting isn't just to find faults but to identify how well we are doing in all aspects of our business; it helps us mark improvements and track how they affect the rest of the business."*

ISO 9001 was identified to help them with tenders and Meditech were pleased to find certification had an immediate impact in that area too. Kay commented;

*"Without ISO we would not have won a major tender which has given our business stability, enabling us to concentrate on other contracts. As one of the first companies to achieve certification to the latest ISO 9001:2015, we are delighted to be leading the field by meeting best practice for quality management."*



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Kay Massey, Meditech UK Ambulance Service

 [www.british-assessment.co.uk](http://www.british-assessment.co.uk)

