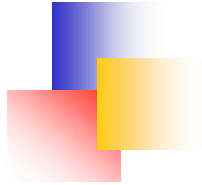




Case Study

Gravesham Operational Services Process Re-engineering – ISO 9001:2000



progress, manage & learn

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PML specialise in the provision of bespoke service orientated solutions within all business sectors and markets. Companies seeking to develop and improve both their performance and efficiencies utilise the services of PML within the following, inter-related categories:

- Integration
- Mentoring and Coaching
- Change
- People Management
- **PERFORMANCE**
- **AUDIT SERVICES**
- Asset Management

Project Overview

Gravesham Operational Services, who manage the R&M programme for Gravesham Borough Council, commissioned PML to redesign their processes and procedures to enable accreditation to ISO 9001:2000. PML streamlined all internal operational and administrative processes in order to achieve this accreditation aligning the Responsive Repairs activity with the TPC2001 form of contract.

The Service

Gap Analysis: Following a comprehensive review of all existing processes PML identified all areas requiring improvement

Process Mapping: From, in depth, staff consultation and best practice knowledge transfer PML designed improved processes to meet quality assurance requirements and in turn the strategic aims of the business

Implementation, Training and Accreditation: The comprehensive documentation and system implementation was successfully managed and fully supported by training and coaching from PML

Client Benefits

- A shorter time period to delivery thus maximising efficiencies
- A totally integrated practical approach which is manageable and measurable
- Staff empowerment creating an improved working environment
- Continuous improvement processes to maintain quality and improve business marketability