

Case Study Correct Contract Services Limited



Background

Correct Contract Services are a specialist provider of gas heating, PV systems installation and maintenance services to all market sectors - including the corporate housing sector, local authorities, housing associations and domestic home owners. Amongst their clients are Winchester City Council, Reading Borough Council, Fareham Borough Council, Sovereign Housing Association, Enham and many others.

Based in Andover, Hampshire, Correct Contract Services operate across the South of England and London. Correct Contract Services have been engaged in gas heating systems design, supply, installation and refurbishment (upgrades) including servicing and responsive repairs since Incorporation in September 2007.

Their dedicated Servicing Department currently has a capacity to plan and manage over 16,000 service visits per annum. Installations of PV systems has increased significantly due to the FIT programme and the companies MCS accreditation in 2011.

Requirement

Due to the nature of the business successful "tendering" is the key to gaining contracts, therefore with this driver the company had established a need for ISO accreditation, particularly for tendering for large contracts. Timescales were established for the **ISO 9001 Quality & 14001 Environmental** implementation within a plan, and a four month implementation window, based on resource availability.

Customer service was the key.

Correct Contract Services are dedicated to providing service guarantees at very high customer satisfaction levels. To achieve such goals they required improved control methods, therefore the monitoring processes defined by ISO 9001 for quality and ISO 14001 for the environmental business aspects were identified as the correct standards needed to drive the business to its next level, and to provide the essential certification to facilitate successful tendering.

Managing Director Danny Gladwyn explains...

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We take great pride in our complaints ratio which has never exceeded 2% and this includes "unjustified" complaints. Our complaints ratio for "justified" complaints rarely exceeds 0.5% and for many months remains at zero. We have only had a single complaint which has necessitated the involvement of our clients to resolve since the company was formed in 2007"

Objectives

Objectives and policies were driven from a clear business plan. For April 2010 to March 2011, the main objectives and performance measures were as follows:-

- Maintain a customer satisfaction rate of 97% (customer surveys / email feedback)
- Constantly improve the support and development of staff (performance appraisal)
- Aim for and maintain zero non conformance
- Aim for business split to be 75% commercial / 25% residential due to type of works required and expected profit margins
- Regularly monitor the performance of subcontractors (via KPI ratings)
- Develop green procurement throughout the supply chain with regular review and monitor of contractor legal environmental obligations

Outcomes & Benefits

Even prior to the ISO certification issue the company had realised benefits of the implementation process. The key areas of improvements being

- Customer service in terms of feedback from customer and continuous improvements to services

Achieved – Was 89% Now 98.9%

- Standardisation of processes

Achieved - £40,000 saving on extra NP staff

- Documentation control efficiency improvements

Achieved – Saving £10,500

- Environmental improvements

Achieved - documentation reduction and uniformity of document control, and the peace of mind that the company is meeting environmental legislative requirements. Excess documentation saving 50%.

Delivery - how it was achieved

The planning and preparation at detail level provided by Business Flow UK Limited enabled the company to undertake the audits with "minimal disruption" to daily activities and a final positive recommendation to BSI for ISO 9001 and ISO 14001 certification.

With a sound plan, **Business Flow UK Limited** ensured that all staff were briefed and committed to the ISO objectives both quality and environmentally related. The company was already operating to the Gas Safe code of practice and based on the management framework that was put in place it is proud of its ISO certifications.