



Background

Morgan Jones Recruitment Consultants has provided recruitment solutions to a variety of businesses throughout Kent and London for over 12 years. The company offers a modern, friendly and a highly professional service supported by staff that are fully trained and REC qualified. The essence of the business is to facilitate both temporary and permanent vacancies in Admin/Clerical, Engineering, Sales, I.T., Management, Customer Service, Manufacturing, Pharmaceutical and many more sectors. Some of their high profile clients are Pfizer, Boeringer Ingelheim, KCC and many international corporations.

Requirement

The company had established a need for ISO accreditation, particularly for tendering for large contracts. Timescales were established for the **ISO 9001 & 14001** implementation within a plan, and a four month implementation window, based on resource availability.

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:-

1. To achieve a 22% increase in turnover.
2. Reduce the dependance on hard copy documents by 20%
3. Weekly branch income increase on average by 18%
4. Constantly improve the support & development of staff (performance appraisal)
5. Aim for and maintain zero non conformances (based on non conformance reports)
6. Constantly monitor and reduce costs, energy use and general overheads (quarterly review of overheads / billings)

Business Flow Approach - Overview

1. **Reviews** – Objective and policies established
2. **Processes** mapped – identification of areas for improvement
3. **Planning** – Quality / Environmental / Systems integration

Case Study Morgan Jones Limited



4. **Delivery Of Implementation** – IMS (integrated management system) including Quality environmental and “Employ” systems integration.
5. **Creation** of IMS system (QMS EnMS) and Stage 1 and 2 External Audits
6. **Review** – internal audits and Management Reviews

Delivery - how it was achieved

Business Flow UK Limited supplied an initial **free review** and identified areas for improvement.

With a sound plan, **Business Flow UK Limited** ensured that all staff were briefed and committed to the ISO objectives. The company was already operating to the code of practice which meets the REC (Recruitment Employers Confederation) requirements based on the management framework that was put in place in preparation for ISO.

The stages throughout the implementation where ISO documentation was required and the need for resource time to develop was reduced as Business Flow UK undertook the establishment of these for the company as part of its service:

- The project plan and management indicating and arranging activity timescale resource and budget
- The processes were mapped in electronic format covering all areas of operations.
- The IMS (Integrated management system) was created with the related control documents for Non Conformance and Customer feedback etc.

With documentation in place the external stage 1 Audit was undertaken by **BSI** (British Standards Institution) and no **non conformances** were found, permitting the company to progress to Stage 2 Audit within a short period of time.

The planning and preparation at detail level provided by Business Flow UK Limited enabled the company to undertake the Final Stage2 Audit with minimal disruption to daily activities and a final positive recommendation to BSI for ISO certification.

Outcomes

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
- Standardisation of processes
- Documentation control efficiency improvements
- Environmental improvements following documentation reduction and uniform of document control between the offices.