



Shed Grounds Maintenance is a leader among growing businesses in achieving BSI certification to key quality and environmental standards

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Peter Botham,
Managing Director,
Shed Grounds Maintenance Ltd

Customer benefits

- Demonstrate a high-level of service quality and reliability
- Show company-wide commitment to best practice in quality and environmental management
- Meet legal obligations and industry requirements
- Facilitate tenders and strengthen bids
- Drive internal business improvement
- Gain competitive advantage

At a glance

Shed Grounds Maintenance is a small business, that is growing rapidly and has ambitious plans to expand further. Its growth strategy is based on its determination to offer clients consistently high standards. That means having systems and processes that are as good, if not better, than those of larger competitors. To fulfil this goal, Shed has achieved BSI certification to ISO 9001 (Quality) and ISO 14001 (Environmental Management). These standards form the cornerstones upon which Shed's current success and future growth plans are founded, and the company is keen to highlight their potential benefits to other small businesses.

Customer background

Shed Grounds Maintenance Ltd is a privately owned company based near Chesterfield in Derbyshire that specializes in commercial grounds maintenance contracts. From small beginnings in 2003, Shed now has over 100 clients, employs 17 staff and is growing strongly, with turnover up 24% to £615,000 in 2015/2016. It has set further ambitious growth targets, based on its reputation for reliability, quality service and fair pricing.

As founder and Managing Director Peter Botham explains, "We're small enough to care and give a personal service to clients, but large enough to manage contracts of all sizes nationwide. We're committed to providing a high calibre of maintenance with complete customer satisfaction, and we continually strive to improve everything we do for the benefit of our team and our customers."

This includes achieving BSI certification to two globally recognized management system standards: ISO 9001 for Quality Management and ISO 14001 for Environmental Management.

Why certification?

Botham sets great store by these established management system standards, because he wants Shed to bear comparison with any large commercial company in terms of the professionalism of its practices and procedures.

Shed was first awarded BSI certification to ISO 9001 in July 2012. This iconic quality management system provides a best practice framework to manage business processes. First published in 1987, ISO 9001 has seen huge take-up, with the number of ISO 9001 certificates issued more than doubling since the Millennium to over a million worldwide, making it one of the most successful management tools of modern times.

"ISO 9001 is a key building block for growing businesses like ours, providing robust foundations from which they can scale up," says Botham. "Our certification means clients can rest assured that we have been thoroughly assessed and deemed to be a quality operator in our sector. It ensures that we are striving to meet and exceed clients' requirements and demonstrates our

commitment to continuous improvement of our services."

Benefits

For some of Shed's clients, which include large companies and local authorities, certification of suppliers is a mandatory requirement. In such cases, the benefit of certification could not be more fundamental: quite simply, it gives Shed the ability to progress in tenders.

But, says Botham, the standards also offer much more. "Our successful certification to ISO 9001 sends out a clear message that Shed is committed to providing a top class service. All works are subject to this rigorous quality management system, which provides clients with confidence that we have the technical competence and the resources to undertake the tasks required."

All Shed employees work according to approved processes to ensure that all services – from grass cutting and jet washing to window cleaning and gutter clearing – are carried out to a consistently high standard.

BSI certification to ISO 14001 provides a similar level of customer reassurance. The framework it offers enables Shed to meet its legal and regulatory obligations in respect of the environment, as well as increasingly high customer expectations of corporate responsibility. "It shows that we comply with legal requirements and that any potential environmental impact is assessed, continuously measured, monitored and improved," says Botham.

The benefits of ISO 14001 also include savings in the consumption of both energy and materials and reduced cost of waste management, which, says Botham, "helps us remain commercially successful as well as environmentally responsible".

Implementation

In order to achieve certification to ISO 9001 and ISO 14001 Shed was required to develop quality and environmental management systems that define its processes in a consistent way and provide a framework to measure and improve what it does. For both standards, the company engaged a consultant to ease its journey. "With their

help, and helpful guidance from BSI, we were able to provide evidence that all key processes are formally documented and all members of staff are aware of the company's standards and procedures," says Botham.

He continues, "We've thoroughly embraced the certification processes and work more conscientiously and efficiently than ever before. I'm very proud of our team who have all worked hard to take on board the changes we needed to make, for example in following consistent procedures and documenting them."

Why BSI?

Botham says that a key advantage of working with BSI is the strength of its brand. "BSI is very well-known and respected, so achieving certification by BSI – and having the BSI logo on our company documents – is definitely a mark of quality assurance for clients and prospects." He also greatly values the fact that this assurance is underpinned by BSI's UKAS accreditation, "which is not the case for all certification bodies".

As for the future, ISO 9001 and ISO 14001 require regular audits from BSI, "which ensures our continuous commitment to both standards," says Botham. BSI will also be on hand to assist Shed's next step – its transition to the latest versions of its standards, ISO 9001:2015 and ISO 14001:2015, currently scheduled for 2017.

Botham sums up, "Gaining ISO 9001 and ISO 14001 have been enjoyable and challenging projects, which have clearly benefited our business, both in the eyes of our clients and staff, and also in the way we work."

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