

CASE STUDY – GRAY AND ADAMS

If an organisation has more than one management system, PAS 99 represents an opportunity to integrate two or more management systems into one cohesive system with a holistic set of documentation, policies, procedures and processes.

Premier supplier of temperature controlled and dry freight vehicles, Gray and Adams made the decision to implement an integrated management system standard to demonstrate tangible evidence of the company's commitment to current and prospective customers and its ability to manage its processes efficiently and effectively.

Client Objectives

- Provide evidence of continual improvement
- Adopt a holistic approach to managing business risks
- Reduce duplication and bureaucracy by having one set of processes
- Deliver excellence to customers, workforce and neighbours.

Business Achievements

- Increased awareness and compliance with new areas of regulation
- Reduced risk of prosecution through inadvertent or accidental actions
- Better engagement of employees within the business
- Cost reductions in such areas as absence, accidents, waste disposal, manufacturing downtime and rework.



“BSI was the logical choice for certification. The service provided by BSI is second to none with helpful, approachable assessors and office staff. The provision of training was key to the development of our integrated management system.”

**Andy Nairn –
Quality, Health and Safety Manager**

www.gray-adams.com

▶▶ FAST FORWARD WITH BSI TRAINING

Within its extensive training portfolio BSI offers integrated management training courses. Implementation courses teach organisations how to integrate two or more of their management systems into one cohesive system. Training delivery methods for this topic include open scheduled sources, in-company training and workshops.

Visit www.bsigroup.co.uk/training or call **0845 086 9000** for details.

Background

Gray and Adams have traditionally specialised in the manufacture of vehicle bodies and trailers for the transportation of products at controlled temperatures, with both single and multi-temperature options. However, the product range has expanded in recent years to include a wider range of products, including some dry freight and other specialist products for an extensive variety of applications.

Why PAS 99?

Gray and Adams believes that evidence of continual improvement in the areas of quality, environment and health and safety is a powerful message to its customers and underlines the core brand values of the business.

“At Gray and Adams we strive to deliver excellence not only to our customers but to our workforce and our neighbours”, says Andy Nairn, Quality, Health and Safety Manager. “PAS 99 has enabled us to focus on the elements of our business that are common to all three ISO standards and channel them into one effective and integrated management system.”

Benefits from implementation

During the certification process Gray and Adams became aware of new areas of regulation for the business and successfully worked to achieve compliance in these sectors. Understanding of emerging legislation has consequently helped reduced the risk of prosecution through inadvertent or accidental actions.

From an internal perspective Nairn confirms that staff are better engaged in the business and are taking greater responsibility for driving improvements in areas such as quality, environment and health and safety management. As a result the company has seen cost reductions in areas such as absence, accidents, reduced waste, manufacturing downtime and rework.

“Our only concern regarding the certification process was that by striving to gain compliance in so many areas of the business our efficiency would drop and our operating costs would rise”, comments Nairn.

“However, our efficiency actually improved during implementation and now that system is in place and regulatory compliance has been met, we have seen significant improvements in our efficiency and long term sustainable cost reductions.

Achieving an additional two standards and implementing an integrated system in just under a year, required a leap in the knowledge level of our management team. To accommodate and facilitate this new vision, BSI provided lead auditor training for ISO14001 to the QHS Manager, and ongoing support to the whole management team.”

By embarking on the certification journey, Gray and Adams has shown commitment to continual improvement and the company continues to develop its processes to drive further increases in efficiency and product quality. The vision is to remain at the forefront of the temperature controlled vehicle market by constantly adapting and changing products and processes to meet demands and exceed the ever increasing expectations of their customers.

BSI's role

“Gray and Adams has been working with BSI for several years developing our ISO9001 quality management system,” says Nairn. “The assessors have always offered excellent guidance and this was a major factor in deciding who to work with when expanding our certification to include ISO14001 and BS OHSAS 18001.”

BSI advised that it would be an ideal time to take advantage of the commonalities between the three standards and develop our existing system to integrate the new standards. PAS 99 provided the framework for this new system and using this for integration has resulted in significant efficiency savings. We continue to be impressed by the level of professionalism and customer focus provided by everyone at BSI, but in particular by our assessors.”

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