



# PAS 99 CASE STUDY

## WALKER TECHNICAL RESOURCES

### Summary

#### Needs

- Consolidate three formal management systems
- Reduce duplication in the auditing process
- Gain a leading edge in a demanding oil and gas market

#### Benefits

- Clear management systems and improved internal communications
- Compliance with changing legislation and guidelines
- Consolidation and integration of all three standards

### Background

Walker Technical Resources Ltd (WTR) provides engineered composite pipe repair programmes to the global oil and gas industry, as well as water, defence, security and other industrial sectors.

Set up in 1992, WTR has developed some of the most advanced composite products in its field, including Technowrap™ – a cost-effective, engineered composite solution for pipeline and pipework repairs, with a minimum of 'downtime', reducing production loss. WTR under its trademark 'Healthcare for pipes™' has developed a range of products which can be applied in

temperatures of -75 degrees celsius to 250 degrees celsius and pressures in excess of 120 bar (unit of pressure equal to average pressure of the earth's atmosphere at sea level). Employing 22 staff at its Aberdeen base, and more than 300 external trained contractors, the company provides services to major oil and gas companies and their contractors throughout the world. WTR has service distributors working onshore and offshore in Norway, North America, the Middle East, North Africa and the Far East.



For further information on how PAS 99 can help your business visit [www.bsigroup.co.uk/improve](http://www.bsigroup.co.uk/improve) or call 0845 080 9000

## Customer Needs

Walker Technical Resources provides integrity management services where quality, safety and environmental standards are of paramount importance. Extensive and frequently-changing legislation and guidelines means the company's processes need to be monitored, measured, reviewed and audited continually to deliver assurance.

WTR has already successfully introduced three management systems: ISO 9001 Quality, BS OHSAS 18001 Occupational Health and Safety and ISO 14001 Environmental. Directors felt it was important to introduce 'one cohesive system to improve the performance of the entire organisation' and introduce a more streamlined management approach.

A single integrated management system with a holistic set of documentation, policies and procedures was needed to increase efficiency, reduce triplication and 'manage change' better, simplifying and improving the services to customers as well as internal and external auditing processes.

"We wanted to demonstrate to customers all over the world our ongoing commitment to deliver pipe integrity rehabilitation and pipe repairs that encompasses high quality and safety as well as being environmentally friendly. To improve the way we measure our performance in these key areas," explained Hilary Smith-Milne, Quality Assurance, Health Safety and Environment Manager with WTR. "We wanted to be the leading pipework repair company that delivers composite technology solutions in the repair of pipework, to be the first oil and gas service company in the world to achieve BSI Integrated Management Certification."

## Benefits

WTR is extremely proud to have achieved certification. Through the implementation of an integrated management system, the company is able to streamline its management processes.

Certification provides third party reassurance that all applicable legislation and regulations are observed and continually updated, and has allowed WTR to achieve Lloyd's approval repair systems for Technowrap.™

"We are very proud of our ten year safety record, which has resulted in WTR achieving British Safety Council International Safety Awards in two consecutive years – 2005 and 2006," said Hilary. "Environmental safety is an integral part of our business and our products have been designed to comply with environmental legislation and prevent environmental pollution."

The integration of three standards allows us to operate quality, safety and environment processes as an integrated system.

Hilary recommends that other businesses initiate the integration of three management standards into one operating system: "It takes a lot of hard work, drive and commitment, but it is invaluable to the business."

"It means carrying out one audit instead of conducting three separate audits at three separate times on our individual standards. This reduces triplication and reduces costs.

"Key performance indicators are identified clearly, and information is accessible more quickly and efficiently for client, contractor and external auditors, thanks to the integrated documents and processes."

Independent assessment towards integrated management registration also means that potential customers have confidence in WTR product standards and service standards, giving the company the leading edge in composite repairs.

## BSI's Role

WTR is firmly committed to working long-term with BSI, and is looking to achieve further standards and benchmarks.

When making the initial decision to work in partnership with BSI, its global reputation for excellence was seen as a major benefit.

"BSI's international reputation was a key factor when it came to choosing them as our certification body. They have a greater market profile worldwide compared to their competitors," explains Hilary Smith-Milne.

"We have built up an excellent business relationship with BSI. We took them on board to identify our weaknesses so we could change them into strengths. They are willing to give good business advice and demonstrate real openness.

"They have a good range of auditors with a lot of experience, who are good communicators, and you hear that they enjoy their job and are proud to work for BSI."



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