

**When tasked with implementing a Quality Management System to meet the requirements of ISO9001, the biggest challenge is often knowing where to start! In this article Jodie Read shares the key steps involved in implementing ISO9001 and getting it assessed by a United Kingdom Accreditation Service (UKAS) accredited Certification Body.**

One significant decision will be based around 'who' will implement the system. Do you intend to use internal staff? If so, do they have the necessary knowledge, skills and time to be able to complete the task? Perhaps there is a need to consider some additional training.

If there isn't anyone internally who can, another option is to consider appointing a consultant with relevant industry experience. It might even be possible to engage the consultant to carry out an Initial Baseline Review, which might help signpost internal staff to do the work; thereby providing the advantage of a professional technical insight to achieving ISO9001 whilst keeping consultancy fees to a minimum.

### What?

Having decided who is going to do the work, the key steps include:

- Review the existing system.
- Introduce any necessary systems (such as control of nonconformity) that may be missing at the start.
- Write the procedures (some may already exist; if so, they can be incorporated into the system).
- Write the manual.
- Write the quality policy.
- Carry out a full round of internal audits. (Note that as landscaping means the service is being delivered on a client's premises, you should include site based audits, as well as those required at head office).
- Deliver awareness training so that staff within the business understand what you are striving to achieve, and the benefits it will bring. (A free quality awareness training

# How to implement ISO9001



prompt can be downloaded from [www.penarth.co.uk/resources.html](http://www.penarth.co.uk/resources.html)).

- Hold Management Review Meetings.
- Set and monitor progress towards improvement objectives.

### Timescales

An assessor will expect to see that you've built up records using your newly implemented system. A typical timescale for a small, simple organisation would be six months.

For businesses that are larger, perhaps with multiple office locations, it may be necessary to allow a longer timeframe to achieve certification.



### Certification

In order to gain recognition for your Quality Management System, you will want to be assessed by a UKAS accredited Certification Body. A full list of Certification Bodies able to offer such certification can be found on the UKAS website: [www.ukas.com/about-accreditation/accredited-bodies/certification-body-schedules-QMS.asp](http://www.ukas.com/about-accreditation/accredited-bodies/certification-body-schedules-QMS.asp).

When obtaining quotes, it is worth considering whether the Certification Body is able to assess other systems (such as NHSS18, ISO 14001 or OHSAS18001) that you may require at some stage in the future. It is also worth checking that they have experience of assessing companies from within your area of expertise within the landscaping sector.

### ABOUT JODIE READ



Jodie Read is the Managing Director of Penarth Management Limited; a company which helps to make businesses better, greener and safer through the provision of specialist

compliance consultancy and training for quality, environmental, health and safety management. She and her colleagues assist companies to implement and maintain management systems, such as

ISO9001, NHSS18, ISO14001 or OHSAS18001. Jodie is also one of only a few approved ROLO trainers in the country. The company is an affiliate member of BALI and one of the first ever winners of the prestigious BALI Affiliate Award for Exceptional Service. If readers have any queries regarding continual improvement in business management systems, they are welcome to contact Jodie via e-mail: [jodie@penarth.co.uk](mailto:jodie@penarth.co.uk) or by telephone on 029 2070 3328.