

Case Study – RATIONALISATION OF QUALITY MANAGEMENT SYSTEMS

The Company

A large local authority, assessed as 'excellent' by the Audit Commission

The Business Challenge



The authority had a range of disparate ISO9001 quality management systems. These had been developed by a number of different consultants and many were extremely bureaucratic. There was no coherent view as to the value or benefits of the management systems with many staff viewing them as unnecessary and burdensome. This was reflected in poor results in both internal and external audits and the authority was in danger of losing its certification.

The Solution

The Andante consultant conducted a strategic review of the various systems, focussing on ascertaining the reason the system had been developed and the tangible and intangible benefits set against costs. During the review the opinions of staff at all levels was sought to ensure that any changes would be more easily accepted. The consultant then assisted in rewriting and consolidating the various systems, utilising existing organisational policies where possible. The opportunity was also taken to focus on those activities that were quality critical, added value or contributed to the organisation objectives. Responsibility for maintaining the system was delegated to the lowest appropriate level and integrated into existing performance improvement systems.

The Benefits

In addition to the benefits of a refocused quality management system, audit costs were reduced by 80% and estimated running costs by 50%.

The Andante Mission

Our professional advisors are committed to enhancing your customer's journey through, your people, your processes and your systems. This is achieved by providing you with best practice, managing change and delivering practical and effective assistance. We have reduced costs, motivated teams and assisted many companies like yours to acquire incremental business, retain customers and lock out the competition. **"Independent, objective, Advice"**

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