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# ISO9001 for Independents

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My experience with PCG ISO 9001

# Agenda

- Motivation
- PCG ISO 9001 scheme
- Costs
- Benefits

# Graham Oakes Ltd

- Independent consultant
- Help people untangle complexity
- Wide mix of clients
- Wide mix of problems
- Small, high value engagements
- Projects often have fuzzy terms of reference
- No two projects are the same
- Not an obvious candidate for standard processes!

*“[...] articulation of a complex subject for many and various audiences. [...] Meets needs we didn't even know we had prior to the project's beginning.”*

*“A really helpful piece of work which has illuminated a messy area of our business, and gives us the potential to make progress in a less piecemeal way.”*

# Why did I want ISO9001?

- Precondition for some clients (e.g. public sector)
- Demonstrate commitment to quality
- Level playing ground with larger players
- Compete as a consultancy, not a contractor

# PCG ISO 9001 ([www.pcgqs.org.uk](http://www.pcgqs.org.uk))

## Quality Management Team

- Professional Contractors Group
  - Developed processes, procedures, code of ethics, etc
  - Hosts EQMS for document & records management
  - Provides internal audit (via BQI consulting)
  - Manages relationship with external auditors



- Bureau Veritas



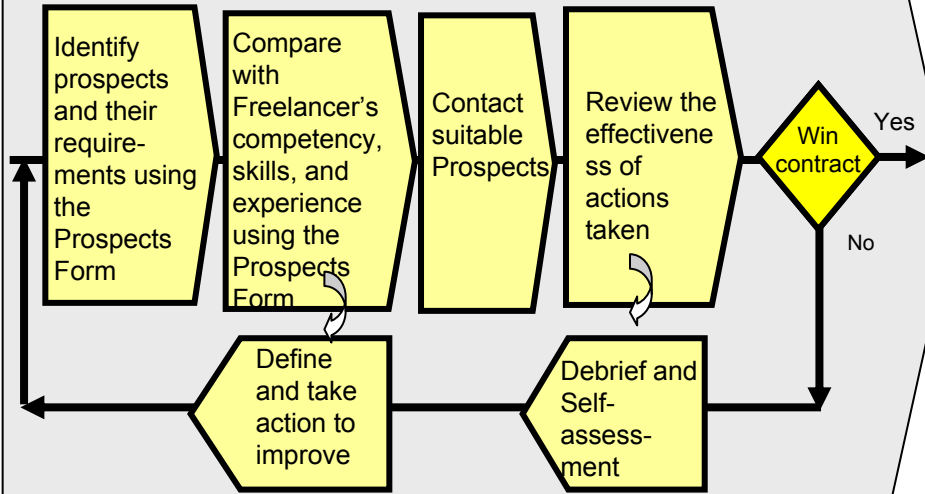
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- Operates processes
- Maintains records

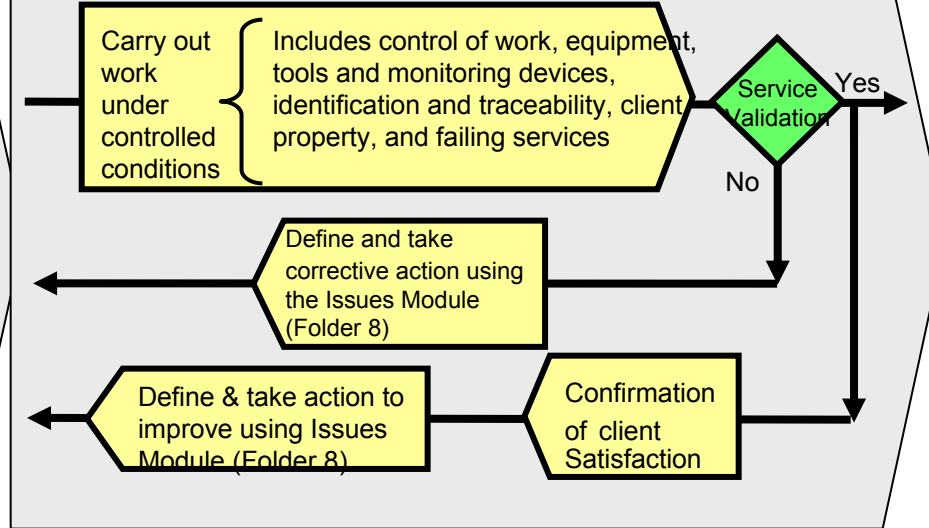


# Three main processes

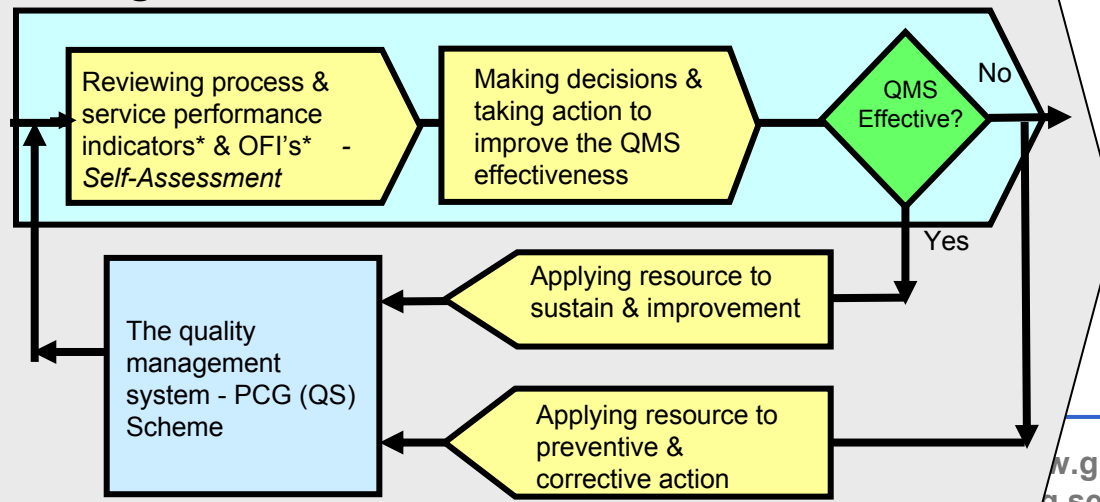
## Finding Work



## Doing work



## Management Review



# EQMS

PCG QUALITY SYSTEMS OS

Browse Problem Log out

Source Directory of /PCG (QS) EQMS

Location: [ grahamoakes ] / PCG (QS) EQMS

File	Rev	Author	Date
Parent Directory			
1 PCGQS Standard Procedures/			
2 Business records/			
3 Managing Consultants/			
4 Managing Facilities/			
5 Finding Work/			
6 Doing Work/			
7 Measurement Analysis and Improvement/			
8 NCs Complaints CAs PAs Risk/			
9 Prospects Register Contacts Database/			

**Supports:**

- Document & records mgt
- Issues & problem reports
- Scheduling of audits

**Central repository accessible for remote access by auditors**

**Local files synchronised with central repository (Subversion)**

# Costs

- Annual fee to PCG for hosting, audits, IPR
- Record keeping
  - Small overhead to things I'd do already (e.g. risk analysis)
  - Perhaps ½ hour to set up a new prospect / client
  - Perhaps ½ hour to set up a new subcontractor
  - Several weeks to set up QMS initially
- Management review and audit
  - Approx 1 day per quarter
  - Again, mostly time I should be spending anyway



# Benefits

- Reminds me to do stuff I should be doing
  - Maintaining records
  - Risk analysis
  - Stepping outside day-to-day activities to review where I'm going
- Helps chase client feedback
  - Scope for improvement
  - Testimonials
- Helps people buy from me
- External checks are especially v
- PR



# Thank You

[www.grahamoakes.co.uk](http://www.grahamoakes.co.uk)

[graham@grahamoakes.co.uk](mailto:graham@grahamoakes.co.uk)

+44 (0)7971 546288

3 July 2008



**Certification Awarded to**

**GRAHAM OAKES LTD**  
64 THE CRESCENT  
NORTHWICH  
CHESHIRE, CW9 3AD

*BVQI certify that the management system of the above organisation has been assessed and found to be in accordance with the requirements of the standards detailed below.*

STANDARD

BS EN ISO 9001:2000

SCOPE OF SUPPLY

ASSIST ORGANISATIONS TO CLARIFY THEIR BUSINESS OBJECTIVES, IDENTIFY OPPORTUNITIES TO USE NEW OR ADVANCED TECHNOLOGY TO ACHIEVE THESE OBJECTIVES, AND HENCE TO DEFINE AND IMPLEMENT APPROPRIATE STRATEGIES, PARTICULARLY IN AREAS INVOLVING PEOPLE AND INFORMATION, IN HOUSE TECHNOLOGIES SUCH AS CUSTOMER RELATIONSHIP MANAGEMENT, IN-HOUSE CONTENT MANAGEMENT, COLLABORATIVE SYSTEMS AND PORTALS, AND E-LEARNING. IT THEREFORE COVERS THE WORK WE DO TO DEFINE ENTERPRISE ARCHITECTURE AND STRATEGY, SET UP PROJECT CHARTERS AND IMPLEMENTATION PLANS, SELECT APPROPRIATE TECHNOLOGIES AND PROVIDE ONGOING PROJECT REVIEW AND ASSURANCE UNDER A CONTRACT FOR SERVICES.

Original approval date: **16 SEPTEMBER 2005**

*Subject to the continual satisfactory operation of the organisation's management system, this certificate is valid until*

**16 SEPTEMBER 2008**

*To check this certificate validity please call 0201 661 9768*

*Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation*



For Bureau Veritas Quality International  
BVQI Limited  
2<sup>nd</sup> Floor, Tower Bridge Court  
22-23 Tower Bridge Road  
London SE1 2 7X

**Vic Bowen**



Certificate number: 500017  
Date issued: 27/10/2005

MANAGING OFFICE: BVQI 2<sup>nd</sup> Floor, Tower Bridge Court, 22-23 Tower Bridge Road, London, SE1 2TX  
ISSUING OFFICE: BVQI 2<sup>nd</sup> Floor, Tower Bridge Court, 22-23 Tower Bridge Road, London, SE1 2TX

# Graham Oakes Ltd



## ■ **Making sense of technology...**

- ❑ Many organisations are caught up in the complexity of technology and systems.
- ❑ This complexity may be inherent to the technology itself. It may be created by the pace of technology change. Or it may arise from the surrounding process, people and governance structures.
- ❑ We help untangle this complexity and define business strategies that both can be implemented and will be adopted by people throughout the organisation and its partner network. We then help assure delivery of implementation projects.

## ■ **Clients...**

- ❑ **Cisco Worldwide Education** – Architecture and research for e-learning and educational systems
- ❑ **Council of Europe** – Systems for monitoring compliance with international treaties; e-learning systems
- ❑ **Dover Harbour Board** – Systems and architecture review
- ❑ **European Agency** – ECM Roadmap
- ❑ **MessageLabs** – Architecture and assurance for partner management portal
- ❑ **National Savings & Investments** – Helped NS&I and BPO partner develop joint IS strategy
- ❑ **The Open University** – Enterprise architecture, CRM and product development strategies
- ❑ **Oxfam** – Strategy for content management, CRM, e-Commerce
- ❑ **Thames Valley Police** – Internet Consultancy
- ❑ **Sony Computer Entertainment** – Global process definition
- ❑ **Amnesty International, Endemol, tsoosayLabs, Vodafone, ...**

