



Coplan achieve ISO 9001 certification quickly and efficiently working with Continual Improvement Ltd

Overview

Coplan provide tool control solutions, aerospace and automotive protection products. Many of their clients are major brands within these industries, and were asking regularly about ISO 9001 certification.

However, the process of implementing a new quality management system was a little daunting...

Paul Mazaher, Managing Director, Coplan shares his story:

We felt that demonstrating a commitment to quality through a formal process would be of benefit both from a promotional standpoint, as well as with members of our team. We researched ISO 9001, but we felt slightly confused about how we should approach the implementation process, so we decided hiring a consultant would be the best way to go.

Hiring a consultant

Nathaniel came recommended by a colleague, and right from the initial exploratory phone call I felt that he would be a good fit for our business. When he came and met with us, we were all extremely confident that he was the right person to work with us; he took a vested interest in our business *first* before talking about what we should be doing and how he could help.

It was important that anyone who comes to work with us shares our passion for what we do and why we do it. Nathaniel absolutely appreciated what our business was about and how we worked, and we accepted him as an extended member of our team as a result.

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The process to achieving ISO 9001 certification

We were surprised at the number of days Nathaniel estimated it would take to get us ready for our ISO 9001 assessment - we thought the process would take a lot longer. However, we trusted his judgment and felt sure he'd get us to where we needed to be.

Nathaniel was pivotal on providing the necessary guidance, documents and templates that we needed. When he visited, he worked diligently with all team members to help them deliver against their committed responsibilities, and he was always available on the phone or via email in-between visits.

We would not have delivered a suitable system nor received certification as quickly had it not been for Nathaniel's support. The return on investment gained in working with him vs. attempting to work on our own was easily warranted and justified.

What happened next...

Based on discussions with customers on our successful certification, we have received positive responses and, in some cases, been informed that had it not been for the fact that some of our products are specified, they would not be able to work with us without ISO 9001.

It is still early days but there is a general feeling within our business that we should be able to penetrate new clients and markets as a result of gaining our certification.

Would Paul recommend Continual Improvement Ltd?

The prospect of undertaking this challenge with the time-scales we set ourselves was quite overwhelming... The consensus of our team on the experience is that Nathaniel made us feel at ease by structuring the process suitably and guiding us to the result.

We would have no hesitation in recommending Continual Improvement and the consultancy services Nathaniel offers.

About Continual Improvement Ltd

A solution-focused business improvement consultancy. With over 20 years' experience, Nathaniel is passionate about bringing real value to his clients and going beyond to help a business reach its full potential. Specialisms include quality, health & safety, environmental management and information security. We also offer marketing and personal development/ mental wellbeing services.

**Looking for a consultant who is passionate about
helping you to see real business improvement?**

Find out more and get in touch via:
continualimprovement.co.uk

Find out more about Coplan: coplancontrol.com