

impact



Case Study - Bishopsgate

ISO reaps benefits for logistics firm



For Bishopsgate who specialise in logistics, transporting medical goods and high value IT equipments- gaining ISO 9001 was a vital way to demonstrate to clients that they follow a more efficient way of measuring customer satisfaction.

A more efficient way of measuring customer satisfaction and the organisation of regular management meetings were just two of the benefits brought by ISO 9001 for one company which went through the certification process with IMSM.

Wiltshire-based Bishopsgate is a specialist logistics company, transporting the likes of medical goods and high value IT equipment.

The company, which also has bases in Glasgow, Manchester and North London, decided to go for ISO 9001 Quality Management Systems in an attempt to formalise, document, and improve many of the processes which were already in place. Clients and potential customers were also increasingly regarding ISO 9001 as a prerequisite for doing business.

Jake Bloch, Bishopsgate's IT/Quality Manager, said IMSM was an obvious choice, as they were local and responded quickly and helpfully.

"IMSM is based locally, got in touch with us at the right time, and seemed very easy to deal with."

He added: "Bishopsgate had held ISO 9001 in the past but we had let it lapse. Our new parent company,

Ward Thomas Removals, wanted us to gain it again. At the same time, it was becoming an increasing requirement of our clients and also when tendering for new contracts."

The entire ISO implementation and certification process took under six months and the company was impressed with IMSM's ability to adapt its processes to fit ISO without reinventing everything from scratch.

The process brought noticeable benefits to the company: there are now monthly senior and middle management

review meetings which are helping the business to move forward; customer satisfaction is measured and Bishopsgate has even built a separate website where its clients' customers can leave feedback.

Jake said: "We meet our clients' customers regularly when we are making deliveries and having feedback from them is extremely helpful."

Bishopsgate now plans to go through certification for ISO 14001 Environmental Management System and will be asking IMSM to take it through the process.