



Whitaker Civil Engineering Ltd

ISO 9001 Certification opens door to prestigious European quality award

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- In June 2010, New Plymouth company Whitaker Civil Engineering was awarded an International Arch of Europe Award for Quality.
- Without their ISO 9001 Quality Management System, Whitaker Civil wouldn't have been eligible for the award.
- Whitaker Civil is the only construction company in Australasia to have ever won an International Arch of Europe Award for Quality.
- There are three levels of attainment – bronze, silver and gold. Whitaker Civil was awarded gold.
- Telarc assess Whitaker Civil against the ISO 9001 Quality Management Standard.





Waiwhakaiho Pedestrian Bridge



Bell Block Bypass

WHITAKER
Civil Engineering Ltd

Background

Established in 1980, Whitaker Civil is a multi-discipline contracting company specialising in general civil engineering works, building construction, reinforced concrete construction, road construction, quarrying and waste management. In the New Zealand construction industry, the company is known for its ability to complete particularly difficult tasks. While based in New Plymouth, the family-owned business also has offices in Woodville and Whangarei.

A stand-out project recently completed by Whitaker Civil is the Waiwhakaiho Pedestrian Bridge. This incredible structure has quickly achieved 'local icon' status in Taranaki. Whitaker Civil were the Head Contractor for the "design and build contract".

The company has just completed constructing the Bellblock Bypass in Taranaki, a \$20million NZTA project involving mass earthworks, new roading, bridge building, underpass construction, state highway traffic management, underground services and archaeological excavations.

Whitaker Civil's Road to Quality

The first step on the quality road for Whitaker Civil was the attainment of the TQS1 Transit Quality Standard certification in 1999. In 2006, Whitaker Civil became certified for ISO 9001, the globally-recognised standard for quality management systems. Chris Stayt, Deputy General Manager for Whitaker Civil, says that being ISO 9001 certified has helped the company to grow without pain. "As the company expands, you need a quality system that overlays everything you're doing. ISO 9001 puts a whole series of controls in place. As well as quality in our projects, it ensures quality in the business and the policies. It links our project managers into the engine room of the organisation. Also, when you're dealing with the sort of projects we take on, having recognised quality certification is a key element for winning new business."

Whitaker Civil has a close relationship with Telarc through ISO 9001 auditor Brian Walker. "The relationship between Whitaker and Telarc works really well – there are benefits all round. I'm certain that our quality management consistency is what drives Whitaker's repeat business – our clients trust our ability to deliver", says Chris.

Arch of Europe recognises New Zealand Excellence

2010 was Whitaker Civil's 30th year of business; a big year of celebration for the company. It was icing on the cake when the company received word of a major win at Business Initiative Directions' (BID) International Arch of Europe Awards. Unlike some award programmes, Arch of Europe relies on third-party nominations, and then conducts its own in-depth investigation to determine the annual winners. Whitaker Civil received the 2010 Gold Award for Quality and Technology.

"While Arch of Europe is virtually unknown in New Zealand, it carries huge weight in the northern hemisphere", says Chris Stayt. "In Europe, major organisations have received this award – it took us by complete surprise!" While he doesn't know for sure who nominated Whitaker Civil for the award, Chris suspects it was one of the company's international clients. "The award is not for any one project - it relates to a number of projects. BID investigated our work, talked to our clients and did their own research."

Chris stresses that holding ISO 9001 quality management certification was crucial to the win. "Without ISO 9001 we wouldn't have been eligible for an Arch of Europe award." Whitaker Civil's QHSE manager Frances Boyce attended the awards ceremony in Frankfurt to collect the trophy on the company's behalf.

For more information on Whitaker Civil Engineering Ltd follow this link: <http://whitciv.jimdo.com/>