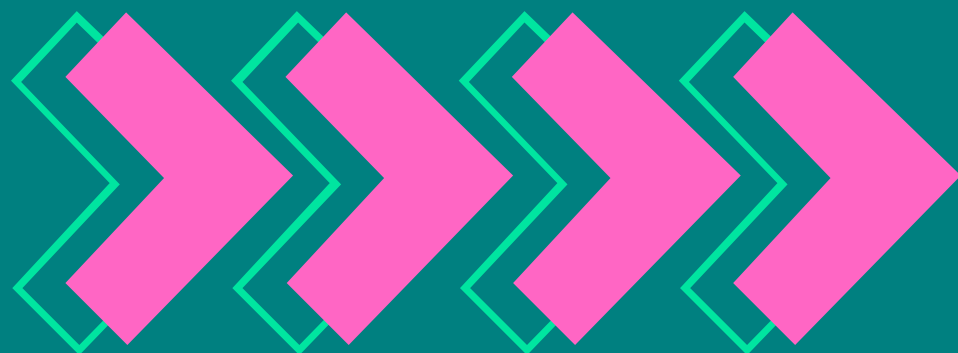
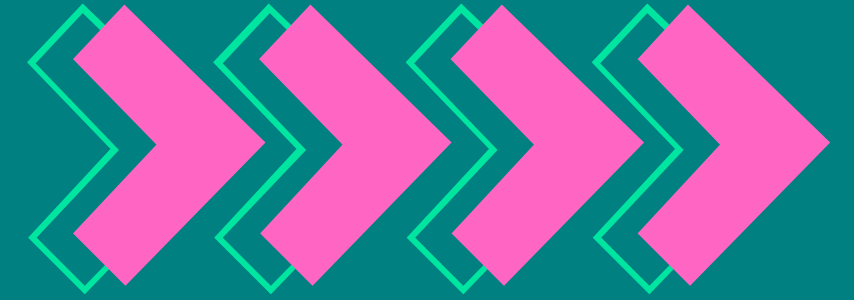


ISO Implementation

Transformation Sprint





Agenda

- The Challenge
- The Approach
- The Mindset Shift
- The Outcome
- Client Feedback
- This Sprint Is Ideal For



The Challenge

The business had ambitious growth plans and had recently bid for a major healthcare contract. As part of the submission, they committed to having ISO 9001 and ISO 14001 certification in place.

Operating in NHS and healthcare settings, their clients expected robust quality and environmental processes. However, at the time, the company had no formal ISO framework, limited documentation, and no structured approach to compliance, monitoring, or improvement.

They needed full certification across both standards — on a short timescale — without disrupting their fast-paced delivery model or overwhelming a lean team.

[Back to Agenda](#)

The Approach: A Practical Transformation Sprint

This wasn't about layering bureaucracy onto a small business. The goal was to embed compliance into how the company already worked — refining their ways of working, not rewriting them.

Over 6 weeks, we delivered:

- ✓ A lightweight, scalable Integrated Management System (IMS) combining ISO 9001 and 14001
- ✓ 12 bespoke SOPs including sales, delivery, development, procurement, support and complaints
- ✓ A document and record control framework built in SharePoint, with tiered views and access permissions
- ✓ A management review structure and agenda that links compliance back to strategic direction
- ✓ An objectives and evaluation framework aligned with business performance, not red tape
- ✓ A full internal audit checklist, evidence register, and environmental compliance toolkit
- ✓ Tailored staff awareness training, designed for minimal operational disruption

[Back to Agenda](#)

The Mindset Shift

Rather than treating ISO as a burden, we positioned it as an enabler:

- A tool to improve delivery consistency
- A foundation for stronger bids
- A sign of maturity for clients
- And a driver of better internal habits

This changed how the business viewed compliance — from an afterthought to an asset.

[Back to Agenda](#)

The Outcome

- Ready for ISO 9001 and 14001 certification with a clear, lean, and documented system
- Team-wide buy-in without unnecessary admin load
- Operational clarity across previously ad hoc areas like project delivery, feedback handling, and supplier oversight
- A system designed to grow with them — not one they'll have to tear down in 12 months

[Back to Agenda](#)

Client Feedback

"I just wanted to thank you again for all your efforts in managing this over the last few weeks

Its been a real pleasure working with you all and I'm very confident that we are in a great place to achieve the certification standards now."

General Manager

[Back to Agenda](#)

This Sprint Is Ideal For

[Back to Agenda](#)

01

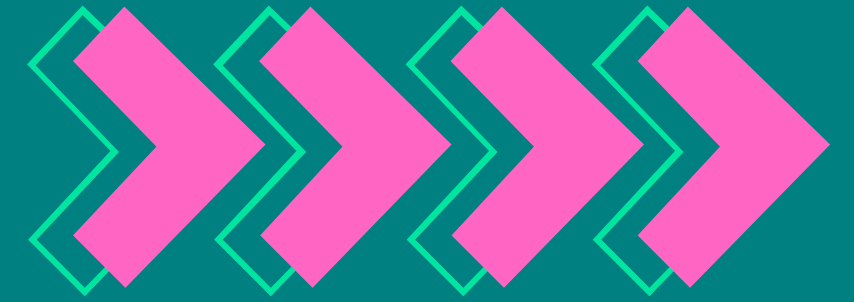
Agile businesses that need ISO certification without slowing down their operations

02

Suppliers to regulated sectors like healthcare, logistics, or government, where compliance is often a prerequisite

03

Growth-focused teams who want a lean, embedded system that enhances delivery — not just ticks boxes



Get In Touch

[Back to Agenda](#)

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