



Quality, the Quality Management System and ISO 9001:2015
Certification @ IO Controls

Mark Eydman – IO Controls (Non-Executive Director)
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Introductions – Mark Eydman

- Graduated University of Bath – BSc Hons Electrical & Electronic Engineering (Later securing an MBA through the Open University)
- Worked for nearly 30 years in the commercial building automation industry sector with management/leadership roles in Sales, Projects and Service
- Followed a passion for Customer Loyalty into the world of Quality, finally serving as VP Quality and Customer Satisfaction – EMEA and the Americas - at Schneider Electric
- Currently Managing Director at Six Pillars Consulting helping organisations use deserved Customer Loyalty to drive Business Success!
- Non-Executive Director @ IO Controls since 2017
- Particular interests include Quality, Customer Loyalty and Employee Engagement



Introductions – IO Controls

- IO Controls Ltd specialises in Building Energy Management Systems offering Support Services, Project Delivery and Consultation. We operate throughout the UK.
- A strong focus on Quality Management drives our vision and ensures that our Team works in the most effective and consistent manner.
- Well trained Engineers are supported by our Quality Procedures, enabling them to deliver the correct solutions and meet the expectations of all parties.
- Achieving deserved Customer Loyalty through our commitment to satisfaction is a core priority and has helped drive our success.
- Quality, Consistency and high levels of Team Engagement serve to shape our future and ensure that our achievements are continued!



Webinar Objectives

- To describe what Quality means @ IO Controls
- To show how we have embedded Quality into our Strategy
- To indicate how we have built and deployed our Quality Management System
- To explain how we chose our ISO 9001 Certification Body



Our Purpose and Vision - *Purpose*

- So, what is the purpose of IO Controls?
- It does of course provide a way for Shareholders to make an investment return and for many others to exchange their talents, time and enthusiasm for the means to enjoy a pleasant life; but is there more to it?
- At IO Controls we share an outward focus, something we do for others which might be called a philosophical heartbeat!
- Our purpose at IO Controls is ***To make Building Energy Management Systems Easy!***



Our Purpose and Vision - *Vision*

- So, having this shared purpose, which we hope you find inspiring, how do we see IO Controls developing into the future?
- As we all work hard to overcome the whirlwind of every day challenges, it can be difficult to see exactly what we are working towards.
- At IO Controls, we use our Vision to try and picture what that future might look like.
- Our vision at IO Controls is ***To provide all strategic and operational stakeholders with quality solutions through a highly engaged team working effectively and consistently.***



What is Quality and why is it important at IO Controls?

- Quality is about making organisations perform for their stakeholders. From improving products, services, systems and processes, to making sure that the whole organisation is fit and effective.
- Customers are our most important group of stakeholders but employees, sub-contractors, suppliers and working partners are stakeholders too.
- Managing quality means constantly pursuing excellence, making sure that what your organisation does is fit for purpose, and not only stays that way, but keeps improving.
- A commitment to Quality is core to the strategy of IO Controls as is our commitment to Customer Loyalty and Employee Engagement!



Quality Policy

policy *noun* [C] (PLAN) - a set of ideas or a plan for action followed by a business, a government, a political party, or a group of people

- At IO Controls, our policies combine to form a high-level description of the principles under which we operate and provide a framework for the setting of associated objectives through which we make them part of our daily operation.
- Key among these is our Quality Policy which is aligned with our purpose, business setting, or context, and the strategic direction of the organisation.
- Our resulting Quality Objectives are the measures by which we judge our success!



What is a Quality Management System (QMS)?

- A Quality Management System (QMS) is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction.
- At IO Controls, we have collected together our shared understanding of the best way to get things done and recorded this in a set of Procedures which allow us to easily share this knowledge and ensure we work consistently.
- Forms and other documents such as Valve Schedules or Risk Assessments are simply tools we use each day to get our jobs done.
- As we each use the QMS and learn its strengths and weaknesses, potential improvements are found which can be incorporated for the benefit of everyone.



How did we develop our QMS?

- Our first step was to look properly at the environment in which we operate. This is sometimes called our *context* and includes things like the state of the economy, new and emerging BEMS technology and what our competitors are up to. We also looked at ourselves, what we are good at, what we can improve and what we care about!
- We then looked at those Stakeholders or *Interested Parties* and thought about their *Requirements* and *Expectations*. For example, our Employees look for development and career progression, Customers expect high quality, flexible support and the HSE expect us to keep everyone impacted by our works safe from harm!
- This analysis then helped us design a QMS which took these issues into account, addressing *Risk* and taking appropriate advantage of *Opportunities*.
- In a changing world, this process will be re-visited each year to ensure we remain up to date and relevant.

What does our QMS look like?

- At first glance, the QMS can appear over-whelming. The good news is that there is a structure and for most of us, our daily roles are covered by a relatively small amount of the system.
- As described previously the QMS includes:
 - Policies – A high level statement of the type of company we want to be
 - Objectives – A way for us to measure how we are doing against our Policies and generate actions to move forward
 - Procedures – Simply a written description of how important things get done
 - Forms & Schedules – Tools to make our lives easier and more consistent (Not just a place for “ticks” to find a home!)
 - Work Instructions – More detailed instructions for some of the trickier things that we do that need to be done right.
- All this content is drawn together in a simple structure with headings we understand like Sales, Projects, Support, HR and Finance.

What does our QMS look like?

- As we have noted, At first glance, the QMS can appear over-whelming but in practice it really is a simple reflection of how we work.
- Sales, Projects, Support & Warranty and Audit & Consultancy Services are the processes which drive our front line activity.
- Purchasing & Goods Handling, Health & Safety and Environmental Management directly support those front line activities helping us be effective, safe and responsible.
- Commercial & Finance and HR provide vital “back office” support without which the whole show would grind to a halt!



What does our QMS look like?

Vital Back Office Support

What we do!

Helping get it done!

Commercial & Finance

Sales

Purchasing & Goods Handling

HR

Projects

Health & Safety

Support & Warranty

Environmental Management

Audit & Consultancy Services

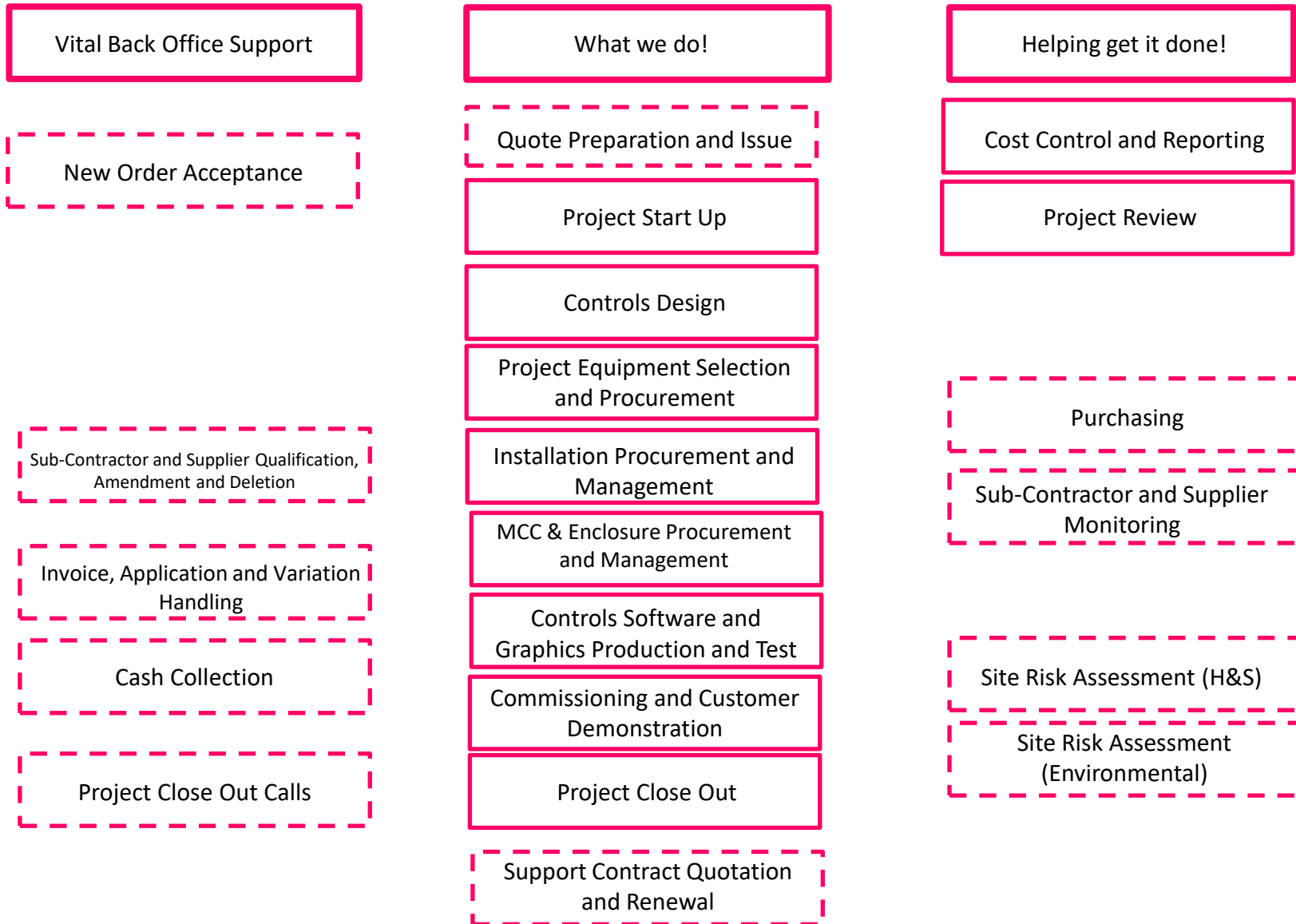


What does our QMS look like?

- Within each section of the QMS, we tend to see the same pattern with some individual Procedures very much linked to our direct work and others operating in the background to make that work happen effectively and consistently.
- Thinking about it this way can help us understand how we all depend on each other at IO Controls. In many instances, how we do our work has a major impact on the ability of our colleagues to get their own work done.
- Within IO Controls you are highly likely to have internal “suppliers” and internal “customers”!



What does our QMS look like - Projects?



Quality – Our Individual Roles

- Everyone at IO Controls has responsibilities for the development, use and improvement of the Quality Management System (QMS)!
- While many of us will have more than one role, at a high-level the key roles are as follows:
 - Directors/”Top Management”
 - Process Owners
 - Line Managers
 - Individual Employees



Quality – Our Individual Roles - *Directors*

- Given their leadership role, Directors at IO Controls have a significant responsibility related to Quality including:
 - Establishing the Quality Policy
 - Promoting Quality as central to business culture
 - Integrating the QMS into the business processes
 - Promoting understanding, use and improvement of the QMS including by example
 - Making required resources available
 - Utilising “quality management principles”



Quality – Our Individual Roles – *Process Owners*

- A process is the means by which inputs are converted to outputs in a means by which some form of value is added. At IO Controls, Sales, Projects and Support are process examples.
- Each of our processes is the responsibility of a Process Owner who is a subject matter expert. Their responsibilities include:
 - Ensuring that the process operates effectively, setting objectives where appropriate
 - Promoting understanding, use and improvement of their processes
 - Leading investigation when the process does not operate as expected



Quality – Our Individual Roles – *Line Managers*

- While not directly responsible for process ownership, Line Managers at IO Controls are controlling employees and third parties such as Suppliers and Sub-Contractors and hence have significant impact on quality outcomes.
- Line Manager quality responsibilities include:
 - Promoting understanding, use and improvement of the QMS as it applies to their area of operation.
 - Confirming successful QMS operation through ongoing “soft audits” (Informal observation conducted through normal interactions with team members)
 - Encouraging contribution to improvement and supporting investigations when things don’t turn out quite as expected



Quality – Our Individual Roles – *Everyone!*

- When all is said and done, the Quality Management System (QMS) belongs to, and is the responsibility of everyone at IO Controls!
- Representing our shared commitment to Quality, Employee Engagement and Customer Loyalty it is simply intended to capture “the best way to get things done”.
- Understanding, use and improvement of the QMS is in our shared best interest, underpinning our ongoing business success, providing value for our Customers and opportunity for our Employees, Suppliers and Sub-Contractors.



What is ISO 9001?

- While there are a number of standards against which a Quality Management System can be measured, ISO 9001:2015 is perhaps the best known and most likely to be recognised by Customers and Partners of IO Controls.
- ISO 9001:2015 does not describe how we should work in detail but instead provides a framework around which we can build our systems and processes.
- IO Controls were certified against ISO 9001:2015 in 2018 as part of our planned, strategic development.
- It is not about a “certificate on the wall” but a central pillar of our approach to business and a statement of our professional intent!



Why did we choose a UKAS accredited Certification Body?

- The United Kingdom Accreditation Service (UKAS) is the sole body appointed by the UK Government (the Department for Business, Energy and Industrial Strategy) to provide accreditation to certification bodies in the UK. This accreditation is considered to be the ‘gold standard’ in the certification of ISO standards and the only way that an organisation can use the coveted Government-backed national accreditation symbol – commonly referred to as the “UKAS Crown and Tick”.
- UKAS evaluates certification bodies on an annual basis and, in doing so, provides an assurance of the competence, impartiality and integrity of conformity of those certification bodies. In UKAS’ own words they “check the checkers”.
- To IO Controls, this credibility and robustness was an important component in our Certification Body selection process.



Why did we choose CIBSE Certification as our UKAS accredited Certification Body?

- With a “tick” against accreditation, typical factors to consider when selecting a Certification Body include headline costs, hidden costs such as travel and the extent of geographic coverage.
- For IO Controls, our key objective was to work with a Certification Body that would have recognition & credibility with our Customers and Partners.
- We were also extremely keen to maximise the value from our Certification and Surveillance Visits by the provision of an industry familiar Auditor. (We knew that this would probably be a more challenging experience from our perspective 😊)
- As we enter the second year of our Certification cycle, we remain pleased with our selection!



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Questions



“We aim to provide all Strategic and Operational Stakeholders with Quality Solutions through a Highly Engaged Team working effectively and consistently”

Building Energy Management Systems Made Easy