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Alan Sheath, Quality Management Consultant

From Complicated to Compliant

Recently, EagleBurgmann took on the ambitious project of attempting to get three types of ISO compliance at once. Not only did they achieve this for the same cost and timeframe as a single compliance exercise, they got something they didn't expect too....

Here's the story of the 4 key people involved in the project.

- EAGLEBURGMANN:** John Hill - CEO
Faleafa Talaia - Compliance Officer
- EXTERNAL CONSULTANTS:** Alan Sheath - ISO Consultant
Dr John Bryden - Telarc Auditor
- TECHNOLOGY PARTNER:** XSOL



ALAN SHEATH - THE ISO CONSULTANT

As a quality management consultant, it helped me help them – no question. It showed everyone where the start line and finish line was. XSOL first gave us both the goal and the timeframe, then helped us deliver the goal to the timeframe.

3 types of compliance in one hit

We actually ran 3 compliance projects at same time

- ISO 14001 Environmental Management System compliance
- ISO 9001 Quality Management System compliance and
- BS OHSAS 18001 Occupational Health and Safety System compliance

Without XSOL, this would have taken potentially 3 times as long, and they would have had a tick in the box; not something to grow their business. Rather than having 3 separate manuals, they now have an EagleBurgmann Business Manual, which is proving to be invaluable to them. Let me try to explain why:

More than a one-time exercise

Companies do ISO compliance typically for one of two reasons.

1. They want a tick in the box to show customers that they are compliant (moderate, one-time value)
2. They want to get compliance plus get business process improvement (high, ongoing value)

XSOL has given them the second type of solution. Key to achieving that was that XSOL shows you not only the processes, but the interactions between processes. That's given EagleBurgmann the ability to constantly improve things in what we call "Small Kaizen steps." It's still improving their business today.

FALEAFA TALAIA - THE COMPLIANCE OFFICER

Out of the dark

Before XSOL, we were in the dark. We had manuals – but let's be honest, no one used them. That had some big consequences. For a start, it meant people didn't know the processes, or what their jobs were about.

Getting people to read paperwork was a battle. People said "I don't have time to read everything - I just want to know where to start - where to finish"

Before XSOL, people had notes in their head. Whereas now, I can say "That's your procedure – go do it". And they can and do.

XSOL also made us realize what is involved in doing that job well. That's a good thing for us, because it has lifted our quality.

Before, when people don't turn up we'd say "oh no – how do we cover that?" – whereas now, there is always cover. It's like we were a football team relying on a couple of stars, but now every person can cover different positions.

It's also more fun to work here. Using XSOL is easy and even enjoyable – not a chore and a bore like paper manuals. And it's allowed everyone to share more of what they do – which has been really good for our working culture.

DR JOHN BRYDEN - THE TELARC AUDITOR

It's the tool to get buy-in

Typically with any significant project, getting "buy-in" is a big challenge. The project team needed buy-in from 40-50 staff. XSOL gave us the platform to achieve this, which made for a very smooth project. Getting compliance became simple and easy.

JOHN HILL - THE CEO

XSOL has given us an easy way to explain what we do. That's made us more coherent and cohesive as a business. It's easy to use and allowed us to "Keep it simple". That was key for us.

Because it's easy to find what you need, we are finding that people are more likely to read and apply the information we have. That means they can act quickly. And in our industry (and I imagine others too) – that responsiveness is what keeps you alive.

As well as being very pleased with the product outcomes, we got business benefits beyond the scope of the project. Our aim was to make our national branch a front-runner, and XSOL helped us achieve this. We are getting recognition from other branches such as Australia who are now looking to us as leaders not just in compliance, but how to manage processes effectively.

Another happy ending

It was clear talking to all four people that XSOL got everyone on the same page, fast, and then kept them aligned throughout the project. Not only did they get compliant, they achieved ongoing business improvement that's making them the leaders that other branches are aspiring to match. The benefits EagleBurgmann are getting apply to any industry. As Dr John Bryden puts it:

"It saved EagleBurgmann a lot of money and time over what it would have taken them. Because different companies still go through the same process to get compliance – to any company embarking on a compliance audit XSOL would make the job an easier one."

To find out how XSOL can benefit your business contact enquiry@xsol.com