

News

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OrderWork Continues Vow of Quality by re-accreditation of ISO 9001

OrderWork, the nationwide IT & Consumer Electronics (CE) Services company, has again been accredited to ISO 9001 (Quality Management)

OrderWork believe in setting a bench mark of excellence in quality and as such, has set policies and procedures in place to support our end to end business model of continuous improvement. Whilst we adhere to our own guiding principles - 2CQRS (Client, Consistency, Quality, Responsibility and Service), we recognised the need for external accreditation to quality management. This is our third year of accreditation of ISO 9001 and this year we have been upgraded to ISO 9001 2008.

The ISO 9001 standard ensures a documented management system focussing on effectiveness via process performance measures. Expectations of continual process improvement and tracking customer satisfaction are core and a set of eight quality management principles adhered to. These include improved consistency with traceability, enhanced customer focus, focused leadership, involvement of people, system approach to management, continual improvement, a factual approach to decision making and mutually beneficial supplier relationships. An external assessment and audit by the British Accreditation Bureau ensures our commitment to our quality standard is always in focus.

The latest edition of the standard (ISO 9001:2008) was published on November 14th 2008. This had a greater emphasis on risk management as well as to clarify existing requirements i.e. measurements such as KPI's and to improve consistency of approach with other management standards. Any business which wishes to continue with the standard must be re-evaluated every year, and as such OrderWork has now been accredited to the new BS EN ISO 9001: 2008 standard.

The assessment scrutinises all departments, including service delivery, operations, service partner management, IT support and customer administration teams, as well as customer complaints procedures, service improvement plans and customer satisfaction plans.

Dan Richmond, OrderWork's Service Delivery Manager comments, "At OrderWork our first job every day is to delight our customers with great service. By gaining this standard for our third consecutive year, this is positive proof that we are being consistent in providing a high level of services to clients across the entire UK every day. Clients and Service Partners can be assured of the vow of quality that is taken from our internal head office staff to every installation and every man day delivered by our vetted, approved and rated Service Partners."