



ISO 9001 CASE STUDY SILVERDELL (UK) LIMITED

Summary

Needs

- To ensure consistency in quality assurance
- To achieve a benchmark for service consistency that clients would recognise
- To improve productivity through more efficient systems, and improve health and safety performance

Benefits

- The company has won awards for excellence and health and safety standards
- Productivity has been enhanced through more efficient management systems
- Health and safety performance has been improved and new technologies developed to gain competitive advantage in the market place

Background

Silverdell (UK) Ltd is one of the UK's leading specialist asbestos management and removal contractors, and is part of Silverdell Plc. It has more than 25 years' experience working in the public and private sector on large and small-scale projects. Current clients include many blue-chip names, local authorities, major construction and engineering companies, as well as NHS trusts, universities, colleges, hotels and utilities organisations. Silverdell has regional offices in Barking, London, Cardiff, Leicester and Bradford, employing around 200 staff.

The company's services include asbestos surveys, management and removal, and briefs range from delivering an individual contract to providing national solutions. Some projects are technically demanding, e.g. working on graded or listed buildings; some are complex due to their size while others involve restricting the movement of people due to environmental and health implications.



For further information on how ISO 9001 can help your business visit www.bsigroup.co.uk/improve or call 0845 080 9000

Customer Needs

Asbestos removal is a competitive industry and the consequences of any mistakes for both the client and contractor may be significant. Communication is considered critical to improve efficiency, sustainability and effectiveness, given the nature of the industry and the high media profile the subject of asbestos attracts.

As the asbestos industry is highly regulated, it was felt there was a useful operational infrastructure from which to build. Silverdell first started working with BSI more than twelve years ago to develop its quality assurance infrastructure for its service related business. As quality is integral to Silverdell's proposition in the marketplace, a benchmark was required that clients would recognise. New developments also needed to be integrated to ensure consistency.

"Consumers and clients worldwide have easier access to information enabling more informed decisions to be made. In specialist industries such as asbestos removal, third-party certification is essential where the potential risk to the client is high," explained Mark Roberts, Silverdell's Quality Manager.

Benefits

BSI has assisted Silverdell in achieving numerous certifications in 2006. Mr Roberts explained: "We recently received the prestigious Construction News Specialist Contractor of the Year Award for Asbestos Removal, and RoSPA (Royal Society for the Prevention of Accidents) have presented us

with its Silver Award for excellence in health and safety systems, along with a Behavioural Safety Award."

Silverdell was also the first asbestos removal contractor to recognise the benefits of in-house auditing. The recognised trade association for the industry has since adopted this process as best practice for contract monitoring.

Product specifications, labour levels, plant performance, programme management servicing and personnel training are all benchmarked to measure the qualitative and quantitative aspects relating to works, and more importantly the contexts of the works, e.g. working in a school or large construction project, have been considered.

In terms of performance, method statements identify the schedule of planned works. Additional milestones are set to monitor performance and these are included within the audit process, carried out randomly. Areas such as documentation, health and safety management, quality of site preparation, plant and machinery, work methods and other general issues such as van preparation, are considered internally.

Mr Roberts added: "A philosophy based on attention to detail, technical expertise and an aim to exceed our client's expectation has underpinned the successful growth of the company from regional origins to one of the leading independent national contractors. ISO 9001 has been pivotal in achieving this success, and a proven formula that has profile and credibility."

BSI's Role

Silverdell chose BSI over other competitors because it was felt that BSI is a "credible and established" provider, with the infrastructure to assist the effective involvement of its quality assurance programmes, providing expert advice and support at critical times. "BSI has proven to be very supportive during reviews and when advice has been needed – an asset to Silverdell maintaining a market-leading position in a specialist industry," said Mr Roberts.

"Reviews with BSI client managers have provided the opportunity to reflect on the way Silverdell operated in the marketplace and to consider more effective ways to trade in the future."



Mixed Sources
Product group from well-managed forests, controlled sources and recycled wood or fiber

Cert no. TT-COC-002251
www.fsc.org
© 1996 Forest Stewardship Council

