



Stepping Stones for Business

The Quality & Safety Consultancy

illuminating. Guiding. Succeeding.

Small steps to great steps – we are with you all the way

Q Associates Ltd



Q ASSOCIATES

Q Associates is one of the UK's leading technical computing specialists, with considerable experience in the implementation of high performance IT, data management and business applications for clients throughout the corporate and public sectors. In partnership with some of the industry's leading technology companies, Q Associates works to provide clients with the information they require to support their strategic IT decision making. Detailed technical advice and knowledge is provided through their team of highly qualified specialist engineers.

In 2002, the Operations Director of Q Associates was due to retire and she wanted to ensure that the company had support on quality and safety management systems during the transition and beyond.

Quality steps

Q Associates had successfully achieved ISO9000 in 1997 but with the transition, in 2002, to the ISO9001: 2000 standard looming and increasing emphasis on health and safety compliance, the need for a consultant with the knowledge and experience of implementing an integrated business management system became essential. Rebecca was appointed in August 2002 and in the November ISO9001:2000 was achieved, with flying colours. Rebecca went on to support Q Associates through the ISO9001:2008 transition, and Q Associates continues to receive excellent feedback from the registration body at their annual assessments.

"Our customers range from small fast-moving organisations, through to large worldwide corporates, each with an individual set of needs and objectives. It is essential that we can demonstrate to our clients our ability to manage projects to the same high standards of quality and safety through our integrated Business Management System. We chose Rebecca because of her level of experience and track record in implementing integrated systems in a variety of organisations and felt confident that the flexible approach would meet the needs of Q Associates. We now have a relationship where Rebecca is very much part of the team."

Jane Sampson, Business Systems Manager
<http://www.qassociates.co.uk/>

Integrated Systems support

Once ISO9001 had been achieved, formal Health and Safety procedures were implemented to support the existing policy together with Environmental and Corporate & Social Responsibility policies and procedures. Ongoing requirements from clients ensure that all aspects of the integrated management systems compliance are demonstrable and proactive.

The journey

Following initial gap analysis against the new ISO9001 standard the whole system was mapped to identify key processes. Each process was broken down into interrelated procedures and simple flowcharts produced to map Q Associates' working methods. As the safety, environmental and CRS systems have been developed, the ISO9001 procedures have been extended, and in liaison with an HR consultant, the policies and procedures form an integral part of the whole business management system.

Scheduled audits and risk assessments are carried out and the business management system is continuously updated to ensure it reflects current practice and on-going changes in legislation.

About Stepping Stones for Business

Stepping Stones for Business (SSFB), led by principal consultant Rebecca Russell, is no ordinary quality and safety consultancy. With our head office based in rural Oxfordshire, we are a growing company with handpicked franchisees and associates setting-up throughout the UK. SSFB offers a reassuring and comprehensive consultancy and support service to companies regionally. Our consultants are local. They get to know their clients, understand their culture and provide a personal, tailored service, supported by the comprehensive range of services that you would expect from a national company. That's what sets us apart and makes us different from the rest.