



Stepping Stones for Business

The Quality & Safety Consultancy

illuminating. Guiding. Succeeding.

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

Universal Networks



Universal Networks supplies and maintains networking infrastructure systems, offering a comprehensive range of quality products such as data network hardware, fibre optic and copper cables, network maintenance and consultancy in partnership with many of the industry's leading technology companies.

In 2007 Universal Networks recognised that, in order to compete in an aggressive market ISO9001 would help them stand out from the crowd and open the doors to a wider market.

Quality steps

Working with Universal Networks since 2007, Rebecca has built a strong relationship with the team over the years, working with them to achieve ISO9001 standard through LRQA (in 2007). She continues to provide on-going support through internal audits and continuous improvement planning, enabling them to continue achieving outstanding results in their certification audits.

'All of our employees know Rebecca well and she's developed a great understanding of our business and the way we work. If we ever have a query I know that we can just pick up the phone and get a straight forward answer, and if there's a problem she will always arrange to come and see us. We have the benefit of someone with in-depth knowledge of our company, coupled with providing objective advice. We like the flexibility and the personal approach that Rebecca offers.'

Ed Hing, Managing Director, Universal Networks
<http://www.universalnetworks.co.uk/>

Safety support

Early in 2011 Universal reviewed their existing health and safety consultancy contract in relation to price, service and approach. At the end of that contract Ed Hing, MD of

Universal Networks appointed SSFB as their new safety consultancy. With an existing relationship with SSFB, he cited an integrated approach to business management as the way forward for their company.

The journey

Our work with Universal Networks started in 2007 when we were introduced to them by Q Associates, one of their customers and ours too. We listened to their staff and took on board their suggestions, acknowledged their internal knowledge and, armed with this information, we drafted their policy and procedures and shaped them into a format that would meet the ISO90001 standard. Staff were involved from the start, identify useful performance measures, vetting supplier performance, monitoring customer feedback and continuous improvement activities. Finally, once everything was in place we audited and fine-tuned the quality management system to reflect the way in which Universal Networks works. We were present for their external audit, providing moral, as well as practical support and we continue to visit every nine months, to carry out scheduled internal audits.

In September 2011 Universal appointed SSFB as their health and safety advisor too, and we have carried out a gap analysis; drafted procedures relevant to their safety needs; carried out risk assessments and training. We will continue to work with the team to carry out assessments, amend their procedures and advise them on legislation that affects their company.

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.