

## **Case Study 1 - Headline**

*"ISO 9001 is a pre-requisite to work with blue-chips, local authorities and other public bodies but it's the underlying disciplines that really deliver the benefits for us and, in turn, for our customers"...MD of a Planability ETI user-business talking after the first anniversary of their ISO 9001 success.*

Successful businesses go through a number of stages in their lives; in the beginning, the owner knows everyone and everything – customers, suppliers, prices, margins. With growth comes the need for staff and with that, the requirement to manage and control their activities. In short, a good business administration system is a must.

This company, one of the fastest-growing set design and build companies in the country, took control using Planability ETI. This helped them in their major growth period.

"In recent years, we have increasingly been bidding for more projects that involve major public and private organisations, both in the UK and abroad", said the company's owner and MD. We already had the track record, the experience and know-how to compete. "Our systems are a key reason why we bring every project in on brief, on time and on budget. To get to the next level, we decided to go for ISO 9001."

"In early 2008, as we worked through the requirements, we found there was plenty to do but were delighted to find that we already had the fundamentals of the process and document management in place with our Planability system."

"At our first anniversary review, the consultant complimented us on our systems. We have found that the real benefits of ISO 9001 have been those we have gained internally – a disciplined approach helping us to get things right first time and to exercise full control over dates and costs. Our growth has been controlled and profitable and we intend to continue in the same way in future."

*This business creates stunning environments, bespoke furniture and state of the art displays for conferences, exhibitions and retail spaces.*