

British Gas Services

- ***ISO 9000 registration resulted in improved processing and a reduction in unnecessary and duplicated work, leading to a saving of £2.9m***
- ***A company wide management system was developed, with a common format and objectives and a formal structure and communication methodology, providing a robust platform for a successful merger of the two companies***
- ***ISO 9000 underpinned the achievement of external recognition, including the Queens Award for Enterprise and the Royal Warrant for Services to the Royal Household***

The Company

British Gas Services was formed in 1994 to specialise in the installation and servicing part of the British Gas business. The business has been part of the Centrica Group of Companies since its formation in 1997. In 2000, Centrica acquired the Automobile Association (AA). The Home and Road Servicing part of the Centrica Group now employs around 18,000 people.

British Gas Services is the UK's leading installer of domestic gas central heating systems. The company provides home energy related services covering gas, electricity, water and home security in England, Scotland and Wales.

British Gas Services achieved ISO 9001 Registration company-wide in only two and a half years after it was formed and, soon after, achieved the first ever Kitemark for a process.

The Issues

The key driver for seeking ISO 9001 registration was a need to have common processes and procedures across the newly formed company structure.

The Benefits

As a result of achieving ISO 9001 registration, a company wide management system was developed, with a common format and objectives with formal structure and communication methodology. This has been recognised by senior AA management as a robust platform during the merger of the two companies.

Both profit and customer satisfaction have improved following ISO 9001 registration, which is seen as one of many contributory factors.

Generally staff have been very positive about the disciplines that ISO 9001 brought to the organisation, particularly where there have been improvements gained in operational effectiveness and focus. In addition, supplier relationships have become more focused and effective.

Savings that have been achieved following ISO 9001 registration include:

- Improved processing of Service Contracts £1.0m
- Reductions in unnecessary rework £0.5m
- Reductions in duplicated visits £1.4m

In addition, it also underpinned the achievement of external recognition, including the Queens Award for Enterprise and the Royal Warrant for Services to the Royal Household.

BSI's Role

BSI was chosen as the registration body because their business partnership approach and company wide product met the businesses needs.

BSI supported the registration process by providing measurement and assessment against the BSI company-wide product and ISO 9001. Excellent support was received from the BSI Client Manager in identifying business critical areas for improvement through formal assessments.

Since achieving ISO 9001 registration, the relationship between British Gas Services and BSI has been very positive, with ongoing meetings with the Client Manager, to establish future assessment themes and plans, and identify areas for improvement.

BSI personnel continue to offer advice and support through the external certification process against the company management system.

BSI also supported British Gas Services in achieving its first ever Kitemark for a process.

About the System

British Gas Services' quality management system is integrated across all areas of the company and managed through a national forum, with the authority of, and supported by, the Managing Director. The current system, which relies heavily on manual documentation, is being reviewed against the principles of ISO 9000:2000 Standards. The company is actively pursuing the electronic publishing of process maps and flowcharts across the whole business, which will improve the BSI Assessment Programme into the future.