

Forticrete

www.forticrete.co.uk

- **Among the first companies in its sector to achieve transition to ISO 9001:2000**
- **18% improvement in Product Quality**
- **18% increase in Customer Satisfaction Rating**
- **A number of industry accolades won**

The Company

Forticrete is a leading UK manufacturer of architectural masonry, innovative roofing products, retaining walling and prefabricated walling systems. The company employs 460 staff across 11 manufacturing sites and supplies to both the public (Health, Education, Leisure, Retail and Industrial) and the private (Housing Market and Commercial) sectors.

Forticrete initially became registered to ISO 9000 in 1986 and has recently made the transition to the new ISO 9001:2000 version of the standard.

The Issue

Forticrete's existing Quality Management System (QMS) was a mature paper-based system based on the previous version of the standard (ISO 9002:1994). Forticrete had over 8 separate Quality Manual's in operation and viewed the new ISO 9001:2000 standard as an opportunity to:

- radically review its current systems and approach,
- move towards an electronic system based around process flow charts,
- increase its focus on customer needs and expectations through the development of a 'partnering strategy'.

The Benefits

The implementation of ISO 9001:2000 has streamlined Forticrete's QMS and enabled its full integration with other business functions.

A recent Customer Satisfaction Survey revealed:

- 18% improvement in Product Quality,
- 18% increase in its Customer Satisfaction Rating,
- 21% rise in Performance Against Competitors.

BSI Case Study on ISO 9000 Registration

Additionally, product complaints have decreased by over 42%.

The introduction of a company newsletter and appraisal system has improved employee communication and training. The appraisal system offers a more structured approach to training, with individual needs readily identified and acted upon.

The restructure of the internal audit system, to focus on improvement, has developed a wider auditor base that performs the dual role of internal audit and benchmarking across the different manufacturing sites.

The systems increased emphasis on continuous improvement has also provided a framework for other Quality Initiatives in the Construction Sector such as the Construction Best Practice and the Government's Re-Thinking Construction programmes.

It has helped Forticrete maintain its Kitemark status and differentiate between competitors.

Awards

ISO 9001:2000 has assisted Forticrete to accelerate change and focus on continuous improvement. Its robust QMS has helped the Company win a number of industry accolades including:

- Queens Award for Enterprise (Innovation) 2001
- Contract Journal Construction Product Manufacturer of the Year 2002
- Construction News Quality in Construction: Innovation 2003

BSI's Role

BSI and Forticrete have been working together for over 17 years.

Says Vince Kelly, Quality Manager at Forticrete "The strong customer/supplier relationship that has been built up with BSI and the continuity of Client Management has been invaluable. BSI was involved in the early stages of transition, agreed an approach that was appropriate for Forticrete and was pivotal in ensuring a smooth transition to ISO 9001:2000. Our Client Manager has a clear understanding of our needs, is helpful, approachable and informative."

The System

Forticrete has moved from a paper-based system consisting of 8 manuals to a fully intranet-based flowchart format. There has been a clear movement from a separate and distinct clause approach to the QMS, to a fully integrated and process-based application.