

ION Information Technologies Ltd



www.ionit.co.uk

- **Greater efficiency through process-based approach**
- **Reduced cost of non-conformance**
- **Improved project delivery**
- **More business opportunities**

The Company

ION Information Technologies Ltd is a software solutions company employing sixty five staff in High Wycombe, England with access to resource base in India. ION specialises in business analysis, IT strategy, system design, and development and operates across both the private (finance, insurance, leisure, real estate) and public sectors (local Government).

The company became registered to ISO 9001:2000 and TickIT in December 2002. The scope of registration covers software development, support services, onsite staff placement and TickIT and includes all staff members.

The Issue

ION took the decision to implement ISO 9001:2000 to address four key issues:

1. The need for process control in all business critical areas.
2. To reduce the cost of non-conformance.
3. To improve on time, in budget project delivery.
4. To expand business opportunities.

The Benefits

The emphasis on processes, customer satisfaction, top management commitment and continued improvement has helped ION to tackle the four key issues:

1. **Process control:** The process-based approach has removed redundant activities and made all staff aware of workflows.
2. **Product Quality:** It is now mandatory to include a member of the quality assurance team in each project to provide independent verification and validation. Additionally, a customer requirements sign off process has been introduced. This has improved product quality and reduced the cost of non-conformance. Two recently completed projects have shown remarkable improvement in product quality and no major defects were reported during the customer acceptance phase.
3. **Project Delivery:** Setting proposal submission targets for the sales team together with customer involvement during the software development phase has improved successful project quality and delivery. This has already been reflected in the responses to a customer feedback survey that ION introduced following each project implementation.
4. **Business Opportunities:** Registration has improved the confidence of the sales staff and the chances of winning contracts.

ISO 9001:2000 has provided ION with a business management tool that enables the company to make effective business decisions based on management by fact.

BSI's Role

Dilip Kumar, Quality Manager, ION Technology explains why BSI was chosen as its registrar

“We selected BSI for its worldwide reputation. We wanted to use the best certification body to get the maximum benefits from our quality management system. The internal auditor-training course was very helpful; and throughout the registration process we have been pleased with BSI for its structured and constructive approach. Our Client Manager is always helpful in providing updates and information.”

The System

Productivity matrices and templates for quality related documents are available to all staff through the internal company web portal. The introduction of these matrices and templates is expected to improve staff productivity.