

PCG ISO 9001 Case Story

KIC Computing



The voice of freelancing

PCG: supporting and protecting freelancers, contractors and consultants



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Formed: May 1995

Sector: Information technology

Clients: Defence and technology
research, wide range of SMEs

Certified: 20 April 2005

On 20 April 2005, KIC Computing Ltd became the fourth PCG member company to achieve ISO9001:2000 certification through the PCG ISO 9001 scheme.

Based near Market Rasen in Lincolnshire, the business was established in 1995 to provide a range of information technology services, including bespoke software development, analysis and design, the configuration of network solutions and custom-

built computer systems, and maintenance, upgrade and support services.

Managing director Ian Cumber is very pleased to have ISO9001:2000 certification for his company. "One of our reasons for going through this process was to improve KIC's standing and the perception of it in the marketplace," he says.

"Although the company specialises in bespoke software development, we find that there is little demand for these services within our current geographical location.

"We want to expand the consultancy, website and IT support aspects of the business locally and feel that having ISO9001 certification will give us a competitive edge. We believe that our certification demonstrates our commitment; it shows that we are not a 'here today gone tomorrow - fly-by-night' company and that we take our business and our clients seriously.

"The process has certainly focused our attention on customer support service activities; asking a client to complete a satisfaction survey can prove both rewarding and eye-opening.

"We would like to have the chance of undertaking projects in the public sector, for local authorities, schools and colleges, for example, and ISO9001 certification is of course usually a prerequisite," Cumber continues.

"Also, we have had a long-standing relationship with a large research company that has a major presence in the defence market and whilst there is no obligation right now for us to have ISO9001 certification in order to do business with them, we believe that it will be only a matter of time before that becomes a mandatory requirement. We felt that it was important to seize the initiative and achieve the certification before reaching this point."

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**Ian Cumber, Managing Director
KIC Computing Ltd**

PCG ISO 9001 was developed in partnership with BVQI and BQI Consulting. It is the first scheme of its kind and incorporates a fully-hosted EQMS with technical support, a full-day training course and instructional materials, templates and checklists, remote online internal quality auditing and an ethical code of conduct.

For further information:

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