

PCG ISO 9001 Case Story

Emmons Engineering

PCG

The voice of freelancing

PCG: supporting and protecting freelancers, contractors and consultants



Company: Emmons Engineering Limited

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Formed: July 1985

Sector: Automation engineering

Clients: Automation system suppliers and other clients within the energy, food, mechanical handling, oil and gas, petrochemical and pharmaceutical industries

Certified: 23 March 2005

Worthing company Emmons Engineering Limited was the second to achieve ISO9001:2000 certification under the PCG ISO 9001 scheme.

Formed in 1985, the company offers automation engineering services to automation system suppliers and other clients within the energy,

food, mechanical handling, oil and gas, petrochemical and pharmaceutical industries.

Managing director Bill Butland explains his reasons for deciding to embark upon PCG ISO 9001 certification. "The objective was to enable Emmons Engineering to gain access to preferred vendor lists with end users, so that it could tender for project work," he says.

"I felt that it would improve the company's image by demonstrating that we work within an internationally recognised quality management system, and that it would give us a marketing advantage when seeking work through agencies. Having to define business procedures would facilitate further development of the business."

According to Bill, clients have reacted favourably to the Quality Commitment and Code of Conduct documents that they have been given. "They now know how seriously we undertake participation in their projects," he says. "As a beta tester, we developed a number of processes used not only by us but also by other members of the pilot group. We hope to develop a design add-on to the current system, in order to offer our clients a complete design and validation service that is encompassed within our ISO9001:2000 certification.

"Being one of the first companies through the PCG ISO 9001 scheme meant that there wasn't really a mentor

to whom we could turn, and that was hard at times," Bill continues, "but I learnt a lot about myself, my company and how to use a professional quality management system to improve the way in which the business operates in the marketplace.

"I would certainly encourage any freelance business that sees a need for or an advantage to having ISO9001:2000 to go for it."

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**Bill Butland, Managing Director
Emmons Engineering 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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