



# CASE STUDY

## Quality management systems (Windows)

### The task

Window fabricators are expert at manufacturing windows and have the necessary skills for this, the documentation and implementation of quality management systems is not a skill that is common.

Tangram has been commissioned by many window fabricators to document their quality and management systems to prove compliance with ISO 9001: 2000 or similar standards.

Tangram is responsible for all documentation through to final approval as a 'Kitemarked firm or to BBA Certification (whichever is required by the client).

### What we did

Tangram Technology has been commissioned by many fabricators to document their quality management systems to meet ISO 9001: 2000. This requires a detailed knowledge of what is essential for compliance with the standard and what is 'good practice' in the window fabrication industry.

Many people think that this involves a complete set of new procedures but it doesn't. In most cases where a company has been operating for 3-5 years there is a quality system in operation but it is simply undocumented. Tangram does not believe in writing new procedures for ISO 9001: 2000 - new procedures are difficult to get operating and cause huge disruption. It is far more effective to document the systems that are invariably in existence and to then slightly modify these to conform to the requirements of the standard. Only where there is a complete absence of a procedure required by the standard is a new procedure generated.

This 'minimalist' approach keeps disruption to a minimum and produces a system that complies with the requirements of the standard but is also easy to maintain and easy to update as necessary.

### The benefits

- Tangram takes care of all documentation necessary for ISO 9001: 2000.
- All documents are installed on the fabricators computer system.
- Staff are trained in system management.
- The installation of the quality management system is as trouble-free as possible and most existing systems and procedures are kept in place.
- Achievement of ISO 9001: 2000 or Kitemarking to BS 7412 or BBA Certification can be achieved in as little as 10 weeks.
- Updating service available for ISO9001:2000 transition.

### More details?

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