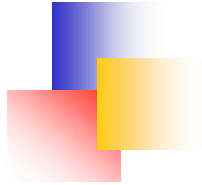




Case Study Operon Process Re-engineering – ISO 9001:2000



progress, manage & learn

PML specialise in the provision of bespoke service orientated solutions within all business sectors and markets. Companies seeking to develop and improve both their performance and efficiencies utilise the services of PML within the following, inter-related categories:

- Integration
- Mentoring and Coaching
- Change
- People Management
- **PERFORMANCE**
- **AUDIT SERVICES**
- Asset Management

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Project Overview

Operon is a multi-national Facilities Management and Engineering company who engaged PML to undertake a review of and to redesign their existing processes and procedures to meet industry standards.

PML streamlined all internal operational and administrative processes in order to successfully obtain ISO 9001:2000 accreditation and to align the Engineering and FM functions within the organisation.

The Service

Gap Analysis: PML undertook a comprehensive review of the existing provision and cross referenced that to the standard highlighting areas that were non compliant

Process Mapping: By undertaking knowledge transfer sessions with Operon and giving consideration to the strategic business aims PML developed robust and compliant procedures that were operationally sound

Implementation, Training and Accreditation: By way of awareness sessions and employee interaction PML introduced and established the improved procedures undertaking internal audits to ensure compliance and full understanding. Successful accreditation was subsequently achieved.

Client Benefits

- Financial and strategic alignment
- Potential for greater corporate marketability
- Creation of a management system which is both usable and practical
- Continuous improvement processes to maintain quality long term
- Minimal disruption to existing services