

NANKHOO · HANSLAB
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STRIVING TOWARDS ISO9001

BY YAJNA & SHRIYA NANKHOO

A report on Nankhoo Consulting Engineers' & Hanslab
Environmental Consultants' road to ISO 9001
accreditation



FIGURE: MONTHLY ISO9001 MEETINGS

THE INTERNATIONAL ORGANIZATION FOR STANDARDIZATION IS AN INDEPENDENT, NON-GOVERNMENTAL ORGANIZATION WHICH CONSISTS OF MORE THAN 164 MEMBER COUNTRIES WITH MORE THAN 20 000 STANDARDS IN THE ISO PORTFOLIO.

LET'S EXPLORE ISO9001!

How does ISO work?

ISO is a framework that is to be implemented in order to maintain the smooth running and efficiency of a business, especially in the case of growing companies such as Nankhoo & Hanslab. In these cases, having a sound Quality Management System (QMS) is a vital requirement in taking a Company to the next level.

THE FACTS...

- Obtaining the ISO 9001 certification through a certification body opens up international avenues for businesses.
- ISO 9001 specifies what a Company should do but it doesn't dictate how they should reach that goal. This allows flexibility and adjustment according to the particular business, the size, and the service or product rendered.
- The focus on continued improvement with emphasis placed on customer satisfaction will always lead to improvements in business performance.
- There are 8 sections of ISO 9001, namely:
 - Section 1: SCOPING
 - Section 2: NORMATIVE REFERENCE
 - Section 3: TERMS & DEFINITIONS QUALITY MANAGEMENT SYSTEM
 - Section 4: QUALITY MANAGEMENT SYSTEM
 - Section 5: MANAGEMENT RESPONSIBILITY
 - Section 6: RESOURCE MANAGEMENT
 - Section 7: PRODUCT REALIZATION
 - Section 8: MEASUREMENT ANALYSIS & IMPROVEMENT

DID YOU KNOW?

THE INTERNATIONAL ORGANIZATION FOR STANDARDIZATION IS THE LARGEST ORGANIZATION OF VOLUNTARY INTERNATIONAL QUALITY MANAGEMENT STANDARDS.

IMPLEMENTATION

Many Companies decide to hire ISO consultants to create and implement their Company QMS. In the case of Nankhoo & Hanslab, management opted to involve their employees from the inception phase. By involving the staff who will be implementing these procedure on a daily basis, this results in more realistic and tailor made solutions. This is an approach that the ISO organization believes can improve employee job satisfaction and understanding of the system.

To begin the process, a presentation was conducted to inform the staff of the ISO 9001 basics (as seen in the image below).



A PRESENTATION TO THE STAFF ON ISO9001

THE ISO9001 TEAM:

The Companies decided to bring in members from all levels of staff to produce a holistic document outlining the acceptable QMS that suits us. Each member uses their expertise to identify any inadequacies in the current systems. Thereafter devising solutions and new procedures to improve the systems. This process is closely monitored by Management by gaining the necessary approvals prior to releasing new protocols. Meet the team that makes this happen...



JASHMIKA MAHARAJ
HANSLAB REPRESENTATIVE



MISCHEN NAICKER
DESIGN DEPARTMENT



SHRIYA NANKHOO
HANSLAB REPRESENTATIVE



YAJNA NANKHOO
DESIGN DEPARTMENT



NIKHIL AMAIDAS
DESIGN DEPT &
ISO TEAM LEADER



DINESH BALGOVIND
DRAUGHTING



SAMANTHA MARI
ADMIN DEPARTMENT



VISHAL SEWPERSAD
CONSTRUCTION



BAVIKA SEWPERSAD
CONTRACTS DEPARTMENT

MEET OUR ISO TEAM LEADER... NIKHIL AMAIDAS



We conducted a short interview with Nikhil to establish his thoughts on our progress.

HOW HAS ISO IMPROVED THE QMS OF THE COMPANY?

ISO has helped us identify the weaknesses of our processes and their causes. With this we were able to target our weaknesses and turn them into strengths.

WHAT ARE SOME OF THE CHALLENGES YOU HAVE EXPERIENCED IN FORMALIZING QMS?

Getting staff to follow procedures and trying to change policies that have been in place for many years.

WHAT ARE SOME OF THE SUCCESSFUL PROCEDURES YOU HAVE IMPLEMENTED?

- A system that tracks what is received and dispatched from the office
- Audit schedules for various departments to improve their functions
- Checklists for documents to standardize forms across the Company
- Templates for various documents to maintain uniformity within the Company

TO CONCLUDE...

Since we started our ISO 9001 journey in 2019, we have seen the benefits of formalizing procedures within the work space. With that being said, with new systems comes challenges which can be resolved purely by our team using these procedures with diligence and enthusiasm.

ISO brings about more paperwork and "red-tape" but with committed employees and a dedicated ISO committee we are sure to improve our systems in the future!