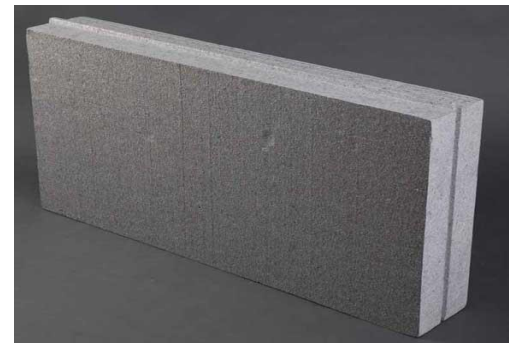


At KORE we engineer Air – Expanded Polystyrene



Why Moving to ISO 9001 and 14001: 2015 so quickly?

- We are going for growth
- We wanted to embed our growth strategy in our organisational culture – we wanted it to be who we are
- We love “Champagne Moments”
- So we set a 3-4 month timescale to:
 - Move from 9001 2008 to 9001 2015
 - Implement 14001 2015
 - Implement OHSAS 18001 2007
- And we brought in some experts – CG Business Consulting

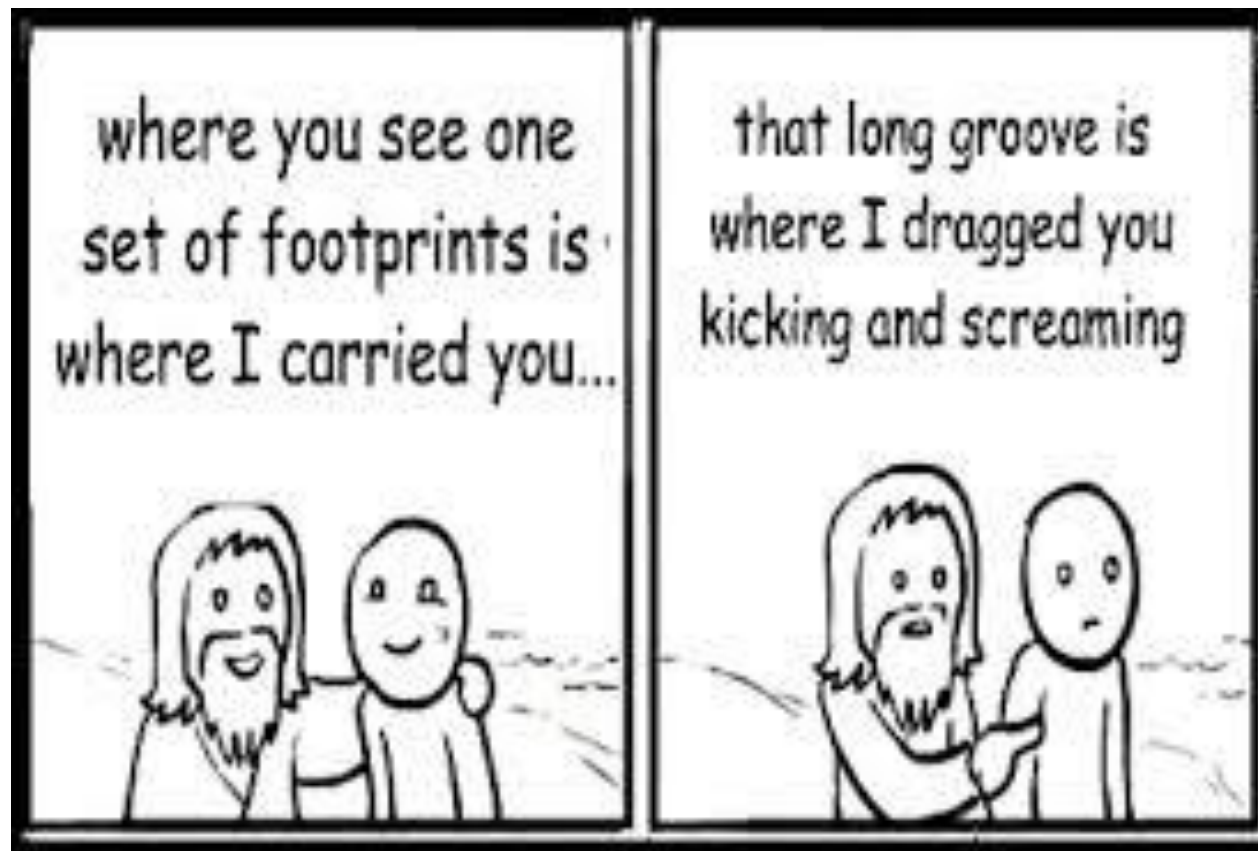


What we wanted from the Transition

We still wanted to be ourselves
But the best that we can be

We were hoping that we did not
have to change to much!

We achieved this through team
engagement and leadership

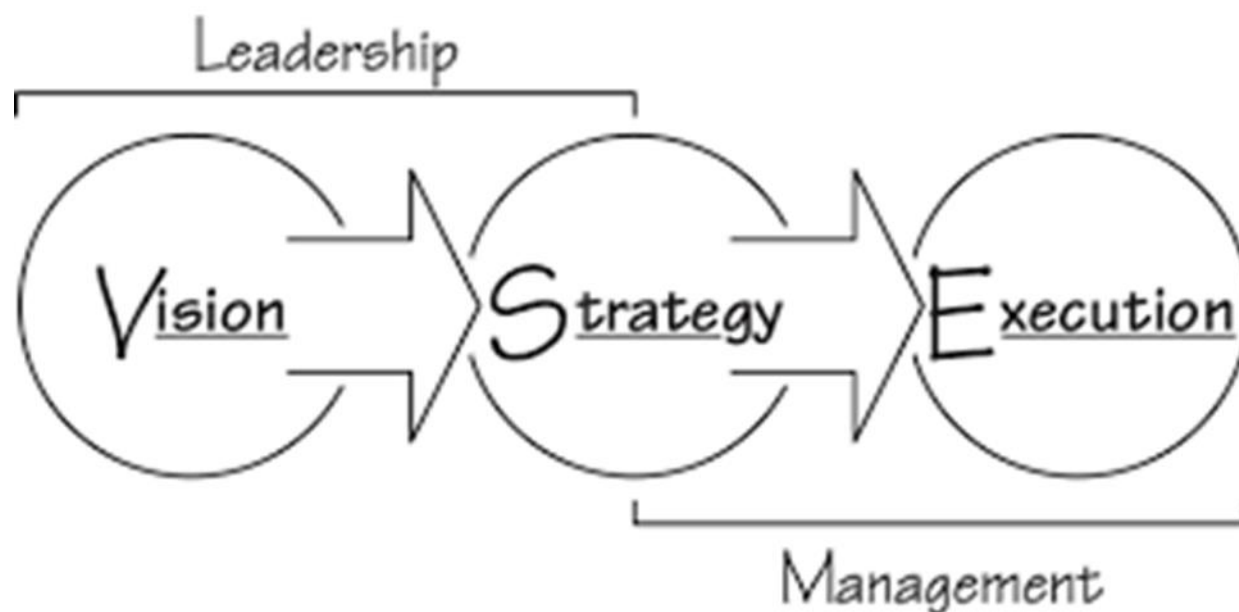


Leadership

Challenge: to prove that the top Team were engaged with the system – it's a subjective thing;

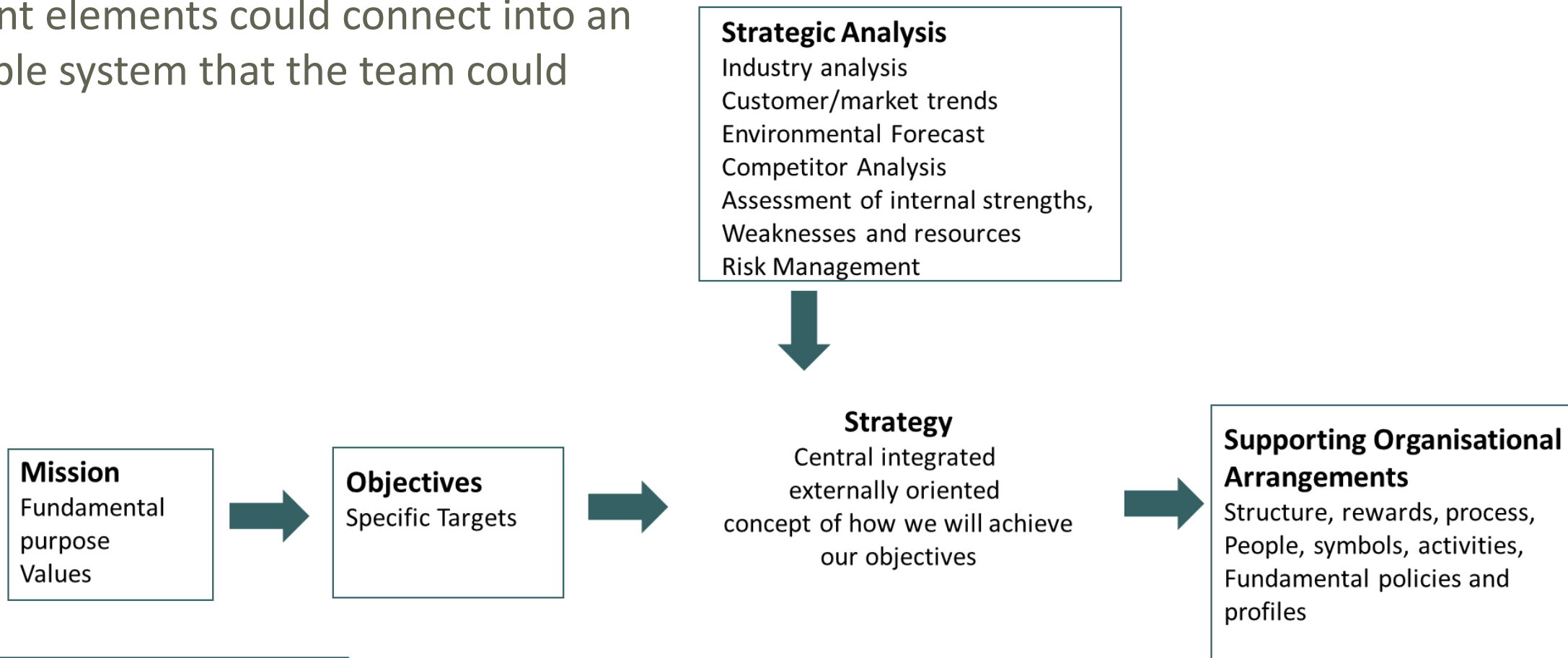
So we:

- Did workshops
- Strategy meetings
- “Setting targets” meetings
- Action meetings
- Up dated as we went
- Toolbox talks
- We were “all talk”
- Some documented, some not



Connecting the parts – The strategy bit

Challenge: We needed to understand how all the different elements could connect into an auditable system that the team could deliver



Context

Challenge: Standard calls for Internal and External Issues to be reviewed – time for analysis

So we:

- SW (Internal) OT (External) Analysis
- Pestel Analysis
- Competitor Analysis
- Product Life Cycle Analysis

Challenge: The list was long

So we;

- Decided which of the opportunities and threats were most important to us
- We reviewed our strengths and weaknesses with respect to the opportunities we wanted to take advantage of and threats we wanted to avoid
- Things we needed to improve on became an action and was logged in our “QEHS Objectives and Plans Database”

Needs & Expectations of Interested Parties

Challenge:

- We needed a list of interested parties,
- Their expectations of us,
- How we satisfied their expectations
- We needed to look internal and external

So We:

- One spreadsheet
- Listed all our stakeholders
- Listed how they rate our effectiveness
- Listed the procedure in our system that outlined how we meet their needs
- Outlined how we measure our performance in meeting their needs

- Example

Stakeholder	Employee
Our Effectiveness	Personal development and growth
Procedure	SOP13 – Training and development
Evidence	Training records

Performance Management

Challenge:

- Didn't want to introduce a structured employee performance management system
- BUT we had to prove that we were measuring performance

So we:

- Focused on overall organisation performance rather than individual performance
- In each process profile we determined KPI, how we measure performance per KPI and how we measured success
- Interested Parties spreadsheet outlined evidence of performance
- QEHS Objectives and Plans database outlines action required to achieve objective and progress for each action
- Risk Register outlined control measure required – the measure can be easily checked

Processes

Challenge:

- As SME we didn't want to micro manage each process in the organisation
- We didn't want a list of KPI's that would take forever to evaluate with little return

So We:

- Listed all processes
- Separated in to 2 separate lists – Primary and Secondary – Focused on Primary
- Created a separate process profile for each process
- Profile listed: Process name, owner, Description, triggers, input (resources required), output (KPI's), Business objectives, business risks, key controls, measures of success

Risk Management

Challenge:

- We focused on external risks already – threats in SWOT
- Our culture is “Learn Fast, Fail Fast” – we didn’t want risk profiling to change this too much

So we:

- Created a risk register for primary processes, environmental and health and safety risks
- Measured the risk
- Control measures/action list for medium to high risk items
- Created a continuity plan

Thank you for your attention
I am happy to take questions

