

# ISO9001:2015

## OAK PROJECT MANAGEMENT

CLIENT: OAK PROJECT MANAGEMENT

ISO9001:2015 CERTIFIED

 Quality  
Positive

  
**OAK**  
PROJECT MANAGEMENT  
CONNECTING STRENGTH



### QUALITY POSITIVE ISO SUCCESSFUL APPROACH



GAP ANALYSIS



ACTION  
PLAN



AWARENESS  
QMS & ISO  
CLAUSES



FURNISHING:  
DOCUMENTATION  
DEVELOPMENT  
SUPPORT



APPLYING:  
HELP/ADVISE PUTTING  
THE DOCUMENTED  
SYSTEM INTO PRACTICE



AUDIT

## CLIENT SATISFACTION TO ACHIEVE ISO9001:2015

With a strong, experienced team, capable of managing a range of construction management projects in Ireland, Oak Project Management decided to strive their business and implement ISO9001 with **Quality Positive consultancy service** to monitor, manage and improve quality in all operations on an ongoing basis. The quality management system of Oak Project Management cover the project management and general construction management, engineering and general

construction services within the Oak Project. Once the decision to proceed with certification had been taken, it was agreed that the target timeline to complete the process would be a challenge four months.

Before implementing the ISO 9001 system, **Quality Positive** identify two fundamental challenges; one was that the organisation's knowledge of how the ISO system worked and second was how to change the established working habits to maintain the system.

### CLIENT TESTIMONY

**"I wanted to reach out to extend my gratitude to Quality Positive for helping OAK to achieve a positive result. This would not have been possible in the compressed timeframe without Quality Positive knowledge, guidance & expertise."**

Gary Walsh - OAK Commercial  
Manager



## QUALITY POSITIVE APPROACH

To address these challenges Quality Positive developed a Six stage Plan where OAK Project Management engaged in a range of activities to help prepare the ground for the main implementation phase.

- Gap analysis - to compare the existing system with the requirements of ISO 9001:2015;
- Development of an action plan to address the identified gaps;
- Training - to prepare staff with responsibility for development of the QMS;
- Furnishing – the development of system documentation by trained staff members and support of Quality Positive;
- Applying – Putting the documented system into practice; and
- Audit – Conduct internal audits of the functioning system to identify remaining shortcomings or non-conformities and to ensure that appropriate corrective and preventive action would be carried out.

These activities included team building sessions with Quality Positive to introduce the concepts of ISO 9001, as well as general awareness raising and meetings with Key Department owners. Staff members were obliged for the first time to begin formalising SOP, tracking projects, create KPI's and a document library System. This was a significant task in its own right and presented a challenge, irrespective of the wider implications of developing and adopting a formal QMS.

On completion of the process, OAK Project management was successfully ready for the Stage 1 and Stage 2 external audits necessary considered the benefits of using an established and reputable ISO 9001 consultancy as Quality Positive to assist during the ISO audit.

