

Williams Woodward Achieves ISO 9001: 2008 Certification

I am pleased to announce that Williams Woodward has achieved ISO 9001: 2008 certification of its Administration Systems.

This was one of our corporate objectives for the Financial Year 14/15.

From the inception of the company, my ethos has been to develop our internal business processes to reflect commercial best practice and to align our processes with the strengths of the administration systems we use.

We have therefore always had well defined business processes in place covering Sales to Cash, Procure to Pay and Record to Report.

As our business is about delivering successful projects for our customers, we also have rigorous processes for Resource Management and Delivery of Services.

It was therefore a natural next step to seek formal certification.

With guidance from ISO Specialists, IMSM, we put in place formal audit and review processes as required by the standard; many of the requirements were already part of our 'business as usual' activities, so only needed to be explicitly documented and aligned to the ISO 9001: 2008 framework; proving the maxim that ISO certification is about demonstrating your organisation carries out its business in the way it says it will. ISO certification does not dictate how you should run your business.

The key benefit the Board aims to derive from achieving and maintaining this certification is via the formalised Measurement and Improvement Process, which delivers information to the Board to enable us to determine where to invest in improving levels of customer service and customer satisfaction, enhancing the services offered to our customers; and improving accountability and transparency.

We believe our customers, partners, staff and suppliers will all benefit from Williams Woodward obtaining ISO 9001: 2008 certification, as our quality objectives drive consistent and high quality interaction with our customers, partners, staff and suppliers; and all staff have personal objectives aligned to quality objectives as befitting their role within the company.

Andrea Williams
Managing Director