



**SYNERGOS
CONSULTANCY LTD**

YGI

YGI:

Building a business – from the ground up – Requires the right Certification



9001



ISO 9001 & ISO 27001

BUILDING A BUSINESS – FROM THE GROUND UP – REQUIRES THE RIGHT CERTIFICATION

Meet Barnsley-based YGI – a multi-trade SME, who provide construction services directly to local authorities, housing associations and nationwide principal contractors.

Founded in 2003, the company employs a dedicated team of skilled professionals, for it's vital that clients trust them to do a great job. After all, they work on a range of largescale projects on a day-to-day basis.

So, how do you create that trust – aside from ensuring you hold a solid reputation for equally solid work?

You ensure you have the right industry-recognised certification in place – and that's where the team here at Synergos Consultancy comes in, helping companies like YGI gain the ISO certification it needed, i.e. ISO 9001 Quality Management System.

THE BRIEF

YGI contacted us to help them implement ISO 9001 Quality Management System, which they could easily maintain and manage.

It was felt that ISO 9001 would help them make quality-controlled improvements, whilst also enhancing customer service within the business. It would also help them qualify in the tender application process, as well as achieve preferred supplier status, and attract new customers.

Having worked for the business for the last 16 years, Ian has seen a lot of change. With 30 direct employees and over 50 sub-contractors, he says the company's USP is the fact that it provides all required trades directly, from the point of inception through to project completion.

“Doing what we do as a business, we need to stand out from our competitors; we knew that ISO 9001 would do this for us.” he adds.

THE CHALLENGE

Prior to implementation of the ISO standard, Ian says the company faced several challenges.

“We practiced the ISO in theory before we implemented the system with Synergos. We have always been organised; it was just a case of dotting the ‘i’s and crossing the ‘t’s. The ISO allows a clear path from A to B now.”

To bring YGI to the forefront, Ian says the company needed access to more business tender frameworks, but everyone was clear that they didn’t want to complicate things.

“Credibility was a huge demonstrator for us and being certified to this recognised standard opened up supply chains and tender frameworks.”

“When we knew we wanted to go on this journey, we approached Sheffield Growth Business Support, to

confirm if there was funding in place to allow us to cover half of consultancy fees – and we obtained three quotes during the process.” continued Ian.

Synergos Consultancy came up after a simple Google search. “The business came across really well and the process was simple, with the Quality Management System tailored to our business.” said Ian.

“Everything was explained clearly with no complications, even with a change in consultant during the project.”

Ian says it was a fast process from start to finish, which included site visits from the team at Synergos.

“We had a deadline, and it was a really quick process, which met our expectations.” said Ian.

“Once the project had started, the assigned consultant working with YGI from Synergos left the business. Jenny [Synergos’ founder] immediately took on the workload; this assured YGI of the commitment to the relationship.” Ian explained.

THE RESULTS

We’ve helped YGI successfully implement the ISO 9001 system and offered continued maintenance and support.

We’re delighted to say Ian and the YGI team are thrilled with the outcome. Ian believes the certification has given the company further credibility, while separating it from its competitors and he has seen results to support this. Ian was surprised at how the ISO infrastructure can be used to manage business continuity and identify/mitigate company risks which, under the current climate, is essential to business survival.

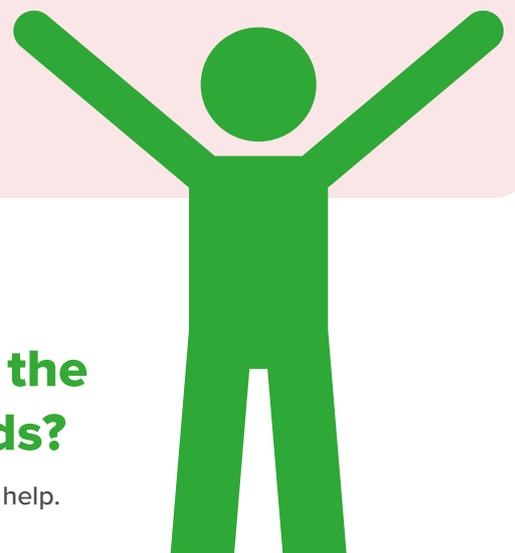
“A lot of companies can offer the same services with a lot less overheads; the ISO sets us apart, as it is a recognised standard that demonstrates competency.” he says.

“We were never contracted or obliged to retain services after the initial contractual term to implement our ISO 9001 but we maintain a monthly package with Synergos to ensure we are always where we need to be with the ISO. This, in itself, speaks volumes about our relationship. Synergos are modern and friendly – and they do what they say they are going to do.”

“Jenny is very upfront too; everything is reviewed with a fine-toothed comb; no areas are missed. The role of a consultant is to identify areas that need work and Jenny does this in the right way.”

Want to know how Synergos Consultancy Ltd can help you gain the certification for your business needs?

Get in touch with our team today and we’d be happy to see how we can help.





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