

CASE STUDY: ISO CERTIFICATION RESCUE

SITUATION ANALYSIS:

Several years ago, Racca Solutions Group had helped a supplier of drilling products attain ISO 9001-2008 certification. The client was due for re-certification and had just failed their internal pre-certification audit. The findings were numerous and left uncorrected would have resulted in the loss of their ISO certification. In addition, the certification agency required an update of their system to the ISO 9001-2015 standard.

IMPROVEMENTS IDENTIFIED:

The client had already scheduled the final certification audit and was without the resources to complete the update and correct all deficiencies before the agency audit. Racca Solutions Group was engaged and would make all required changes and corrections in less than 30 days. This would allow for internal audit and management review to be conducted prior to the scheduled agency audit for re-certification.

Key drivers for this request were as follows:

1. Lack of local Quality Support
 - A lack of consistent oversight led to a failure to follow basic quality policies resulting in 15 major findings
 - Existing quality system did not meet the requirements of the ISO 9001-2015 standard
 - Conditions at the site had changed and required new procedures, documentation and training
 - Quality system data was missing and required reconstruction to complete the closure of open corrective actions
2. Control of ongoing quality oversight was to be transferred to site personnel
 - Extensive training was required for three individuals with little to no quality management experience
 - Local management had no risk management and preventive action best practices required under the 2015 standard

OVERALL RESULTS:

Racca Solutions Group led the client through a complete redesign and rapid deployment of the quality documentation, assisted with the correction of all findings and introduced risk identification and mitigation processes. Local management was trained on all requirements of the new standard and was successfully re-certified under ISO 9001-2015. Had the client failed to attain re-certification they were a risk of losing several million in annual revenue.