

Morley's of Bicester - Integrated Management System (PAS 99)

Established in 1929 and based in Bicester, Oxfordshire, Morley's of Bicester Ltd (Morleys) has been serving local authorities, schools, colleges, universities and the public sector with school furniture for over 80 years. Morleys offers a wide range of furniture, children's school furniture, classroom chairs, seating, school desks and tables, school lockers, school book-cases and storage, presentation and staging equipment and residential furniture.

An Investor in People, Morleys decided to undertake the implementation of ISO 9001 (Quality), ISO 14001 (Environment) and OHSAS 18001 (Health & Safety) to demonstrate the company's commitment to the continuous improvement of its business processes, improved health and safety for its employees and care for the environment.

An integrated approach...

Morleys engaged the services of Blackmores to help the company with the creation of the management system, but with the added objective of integrating the requirements of the standards into a single integrated system.

Utilising the PAS99 specification for the integration of management systems, Blackmores' consultants were able to develop and implement a single management system which was tailored to the requirements of the company and addressed the key processes required by the ISO9001, ISO14001 and OHSAS18001 standards. Following the identification of the key processes required for product delivery the company decided to take the opportunity to restructure its departmental structure and implemented a new organisational structure with roles and responsibilities defined for all employees.

The company established the Morleys Green Group and Health & Safety Group to help implement and communicate the requirements of the standards to employees and to encourage participation and consultation with employees through the implementation process. Through the use of these groups and under the guidance of Blackmores' consultants, the company identified the key aspects relating to their impact on the environment and also identified hazards and risks relating to the health and safety of their employees. Following this, the company was able to develop and implement policies relating to the three standards create and a set of integrated company objectives with responsibilities and time-frames for their achievement.

To support the objectives, key operating procedures were developed which included:-

- Supplier Approval and Review
- Purchasing & Goods Receipt
- Sales
- Ordering & Delivery
- Building & Fleet Management
- Packaging Waste
- General Waste Management
- Risk Assessment
- Health and Safety arrangements

[continued overleaf...](#)

Substantial benefits...

As a direct result of implementing the integrated management system the company can report the following achievements:-

- 33% reduction in paper use, saving approximately £96,000 from more efficient catalogue delivery methods.
- Improved supplier review and appraisal process, directly leading to improved product quality.
- Improved fleet management and reduced time off road for delivery vehicles.
- Improved housekeeping in the warehouse.
- Increase in the amount of public sector tenders submitted.
- Reduced accident rates for employees in the warehouse.
- Improved communication due to restructure of roles and office.
- Improved training for staff; 20 warehouse staff working to achieve NVQ level 2 qualifications, and key staff trained to carry out internal audit of the system.
- Reduction in quantity of damaged goods delivered to customers.
- Reduction in number of customer complaints.

Certification...

Following the implementation of the system and a period of consolidation where the system was embedded within the business, the company decided to pursue formal certification of the Quality, Environmental and Health & Safety standards with the BSI. This was achieved in April 2010 following independent audits carried out by BSI Auditors. A further certification audit confirmed that the company was compliant with the requirements of the PAS 99 specification and the company was duly awarded certification in June 2010. Certification to PAS 99 ensures that future third party surveillance audits will be carried out in accordance with the requirements of PAS 99 thus achieving a reduction in cost and an integrated approach is maintained.



Morleys were presented with their certificates by Andrew Morris of BSI

Q-Care: Blackmores Ongoing Support...

Since the successful certification of the system in April 2010 Morleys have been keen to retain the services of Blackmores to assist with the internal audit process, continued development of the system and to advise the company during the ongoing surveillance visits by the certification body.

For more information on implementing an Integrated Management System, please contact **Blackmores** on +44 (0)1462 450591 or e-mail enquiries@bqms.co.uk

Further information can also be found on www.bqms.co.uk