



Willmott Dixon Interiors (incorporating Kanvas)

Willmott Dixon Interiors Ltd, a division of the Willmott Dixon group of companies, is a national building fit-out and refurbishment company with offices in London, Birmingham and Bristol. The company's specialist design-led brand Kanvas also has successful relationships with customers in the areas of finance, accountancy, insurance, legal and advertising.

Q-Care...

Kanvas Interiors engaged the services of Blackmores to assist with the implementation and maintenance of its ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007 management system. Continued certification to these standards is crucial to enable the company to tender for new business.

Blackmores provide support through the following Q-Care services:-

- Support the company's internal audit team by carrying out internal audits of the management system. This also includes reviewing the results of the company's audits to identify trends and improvement opportunities.
- Assist with maintenance and management of the non conformance log which drives continuous improvement through the business.
- Chair the internal management review meetings to ensure compliance against the standards, and produce the meeting reports for the management team to review and act on.
- Offer advice to the company on new and emerging legislation for both health and safety and the environment, and carry out compliance audits to ensure the company remains compliant with applicable legislation on its sites and offices.
- Assist with the ongoing external surveillance audits by the certification body to support the company management representative.

Expanding the Scope...

Following the restructuring of the company in 2009, Blackmores assisted in the redesign and development of the management system to enable the incorporation of the company's Hotel and leisure, Retail and emerging markets sectors. The restructure involved using the PAS99 specification as the framework for the new management system structure. Utilising this approach an IMS manual was produced with links to relevant documentation and operating procedures.

The Interiors business now works in many sectors, expanding and enhancing space for retail customers like Morrison's, Waitrose and M&S, as well as hotel and leisure industry such as Travelodge and LA Fitness.

continued overleaf...



New flowchart-based procedures were developed for the key processes involved in delivering projects. The procedures captured the entire process from the pre tender stages through to post construction review. The new procedures also incorporated the environmental and health and safety requirements ensuring a totally integrated approach was employed throughout the entire delivery process.

Ensuring compliance and consistency throughout the organisations, the procedures were supported by written instructions. Following approval, the system was uploaded onto the company intranet which is used as a portal for both office and site based staff to access the relevant documents. Finally, training was given to employees on how to access and use the new system.

Embracing the integrated approach...

The restructure of the IMS enabled the organisation to utilise existing group environmental and health and safety procedures, thus giving greater continuity of approach throughout the business.

The internal audit programme has evolved with more internal resource being trained to undertake internal audits against the requirements of all three standards. Employees can access all the company documentation for Quality, Environment and health and safety through one easy to navigate portal from wherever they may be located.

Substantial benefits...

The many substantial benefits to the company have included:-

Quality:

- Average client satisfaction scores of 91% in 2009.
- Introduction of a Contractor management database
- 73% of staff can see the opportunity to develop their careers with WDI
- 83% of staff would recommend WDI as a good place to work

Environmental:

- Introduction of a 10 point project sustainable Project Criteria
- 763 tonnes of plasterboard recycled in the last year
- Top ten placing in the Sunday Times best green companies to work for 2010

Health & Safety:

- Ongoing training for Directors, staff and contractors in Health and Safety
- Reportable accident rates reduced to 0.44 in 2009.
- Introduction of compulsory CSCS cards on all WDI sites

Blackmores continue to work with Willmott Dixon Interiors and look forward to supporting them to achieve their aim of becoming a carbon neutral company by the end of 2012.