

CASE STUDY ONYX

Accreditation consultancy

The Onyx IMS has served as a foundation for the company's processes. The Integrated Management System is used to review Human Resources issues, including the recruiting, interviewing, and staffing process; and to focus on the proposal response and subcontracting processes, resulting in the ability to identify, manage, and accomplish key deliverables with greater efficiency and effectiveness. "Our staff is now focused on measurable performance and consistent outcomes," said Rhys Williams, Managing Director.



Onyx Network Engineering gets certified for success

Onyx Engineering are a highly experienced company providing 'turnkey' solutions in mechanical/civils construction and full project management. They specialise in grid connections from HP/IP/MP/LP, and transmission / distribution gas pipeline construction. They are an approved vendor for Wales & West Utilities, Morrison Utility Services, Amec Foster Wheeler and Balfour Beatty and specialise in gas pipeline construction for Transmission/Distribution networks. Their core business is Capitol projects such as construction of gas stations (AGI's/PRS), as well as the construction of cross country pipelines (transmission and distribution). They have expertise in constructing steel pipelines as well as PE/HDPE pipelines, and have been awarded project work via multiple frameworks for Wales & West Utilities on its 30-year gas pipe replacement programme across Wales and the south west of England.

As the company grew, Rhys Williams, Managing Director, realised that its growth would be best managed through quality.

"ISO and OHSAS certification serves as a foundation for corporate growth," he said. "Without quality, environmental and health & safety processes, all of our procedures would be too unwieldy and too difficult to ensure continued success." Onyx began its pursuit of certification with the help of Ideas Distillery, and quickly implemented the ISO 9001, ISO 14001 and OHSAS 18001 standards within an Integrated Management System (IMS) to serve as both a standard and a measure of activities to be accomplished.

"Developing the IMS early, as a rapidly growing service organisation, has been helpful in identifying key management indicators and in reducing risk as the company takes on more and more complex tasks," said Mr. Williams.

Onyx aimed to become certified to all

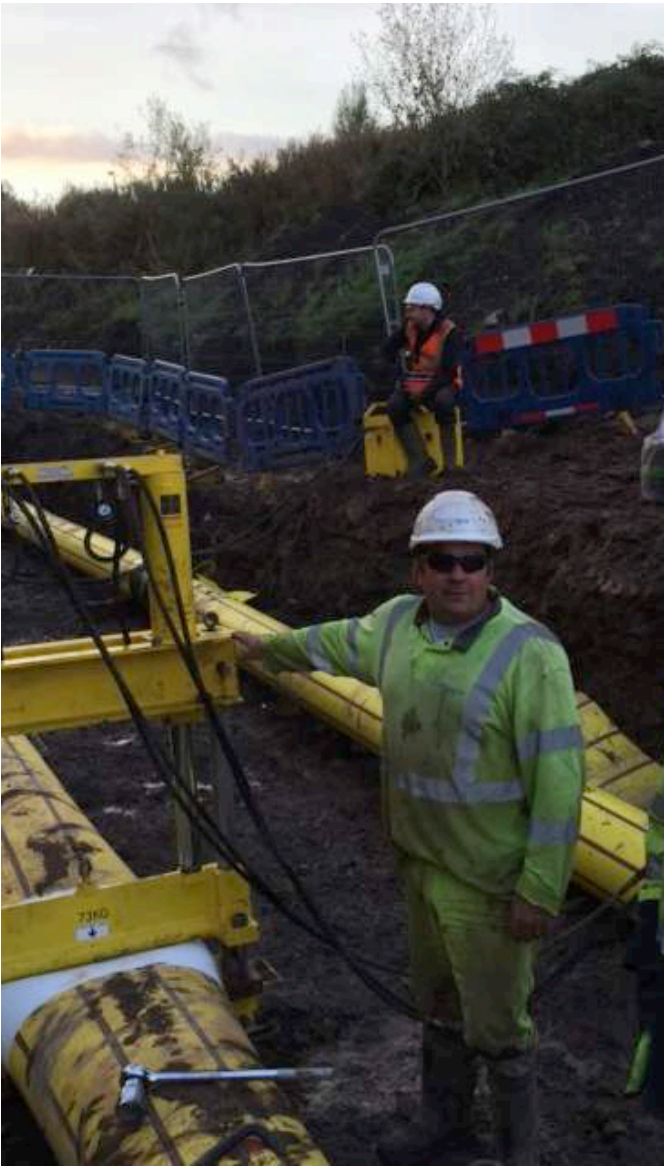
Ideas Distillery,
3B Westfield Road,
Cardiff,
CF14 1QQ

Tel: 029 2196 1066

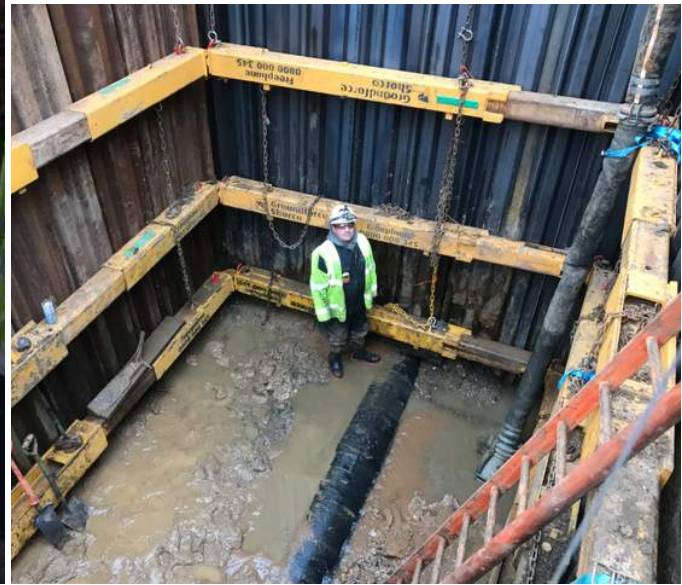
Email:
info@ideasdistillery.co.uk

The Ideas Distillery





Onyx opted for a semi-annual surveillance schedule: Ideas Distillery performs an audit every six months to ensure their system's ongoing conformity. Mr Williams said, "It's a very good partnership. We actually look forward to Ideas Distillery's visits as an aid to our success."



three standards with the following targets in mind:

- ✓ To ensure that Onyx's existing management system conforms with the requirements of the new standard, signifying robustness and relevance
- ✓ To confirm that Onyx has effectively implemented its planned management systems
- ✓ To confirm that the management system is beneficial toward achieving the following policy objectives set by the Company
- ✓ Further improvement of occupational safety in the workplace
- ✓ To ensure quality work
- ✓ To raise work standards in a continual upward improvement by religiously rotating the Plan-Do-Check-Act (PDCA) cycle.

Mr Williams said: "With the management systems in place, Onyx is able to control resources better. Company losses that could result from services that do not meet customer specifications, or are below industrial or international standards, are reduced.

"Open communication within the organisation has also improved. For Onyx's employees, knowing that

there is an established management system in the company allows them to be focused in terms of working according to a specified standard and quality.

"Problem-solving and decision making have also significantly improved. As employees become more conscious of priorities, they act on any problems that arise and efficiently provide solutions.

"Employee engagement has increased as staff have become mindful of risk management within the company. This sense of involvement, knowing that they are contributors toward achieving the organisation's goals, motivates them to reflect on their accomplishments and to constantly improve the way of doing things at work," he said.

Ideas Distillery has also written manual consisting of procedures documented by every division in Onyx. This serves as a guide that regular employees can refer to when verifying policies and that new employees find useful during their training period.

Mr Williams said: "Ideas Distillery are invaluable to us. They didn't just help us get our accreditations, they help us ensure that our processes adapt to our growth."