



CASE STUDY

SHOWING COMMITMENT TO HIGHEST LEVELS OF QUALITY ASSURANCE

RETAINING TRUST OF MULTI-NATIONALS & GOVERNMENT

OPENING UP NEW BUSINESS OPPORTUNITIES

**Industry**

Surveying Services

**The customer**

Established in 1972 and celebrating their 50th year in business in 2022, MK Surveys is one of the most respected independent survey and geospatial companies operating across the UK and overseas. Based out of five offices in central England, with head office in Milton Keynes, MK Surveys offers a wide range of professional measurement services for Land, Buildings & Utilities.

**The challenge**

To continue winning new business by maintaining the trust that large multi-nationals and government bodies have in MK Surveys' commitment to the highest levels of quality assurance.

**QUALITY ASSURANCE MANAGEMENT THAT MAINTAINS TRUST AND WINS NEW BUSINESS**

**The challenge**

Quality is key to the company ethos of MK Surveys who pride themselves on the quality of their service. This covers, not just the final survey deliverable, but the complete service offered from first point of contact, providing a full survey proposal setting out what will be surveyed, how the survey will be undertaken and what the deliverables will be, through to undertaking a professional survey on site.

Having worked for many years with large national and multi-national companies, as well as government bodies, MK Surveys found that those companies started asking for ISO 9001 certification and then, gradually, for that certification to be UKAS accredited.

As Tim Salmon, Quality Manager for MK Surveys, explains: "We realised, around 2016, that we were being asked for UKAS accredited ISO 9001 certification as standard from these companies. At first, they had accepted our non-UKAS certification (which we have held since 2006) but it became apparent that to progress as a company and to keep working for these clients we would have to upgrade our certification."

## The solution

- Appoint a full-time inhouse quality manager to oversee the QMS.
- Update the QMS in line with the requirements of ISO 9001:2015.
- Achieve ISO 9001:2015 certification with a UKAS accredited third-party certification body.

## Results

- DNV lead auditor, Michael Howell, explains: "Since the initial certification in 2018 and the successful re-certification in December 2020, the business has continuously demonstrated its commitment to the business management system.
- Leadership has been clearly demonstrated by Stuart Dimond, Managing Director, who has remained committed and involved in the certification process, thereby fulfilling Clause 5.1 of the standard, which is an integral part of the 2015 version of ISO 9001.
- Tim Salmon, SHEQ Manager, has also been extremely committed in maintaining the business management system and demonstrating ongoing improvements despite the challenges of COVID-19. Throughout, customer focus and customer satisfaction have been prioritised. The team at MK Surveys are highly committed and should be commended for their 50-year milestone."

## DNV's solution

As MK Surveys were going to have to re-write their Quality Management System (QMS) to the newer 2015 standard with the withdrawal of ISO 9001:2008, the company decided that this was the time to do things properly and have a quality manager inhouse who could dedicate time to the QMS, re-writing their whole system with the aim of achieving ISO 9001:2015 certification.

### Why did MK Surveys choose DNV?

When looking to achieve ISO 9001:2015 certification accredited by UKAS, MK Surveys researched a number of certification bodies, but it was decided that the ethos of DNV matched their own and they were highly impressed by the presentation that the DNV team provided at their offices.

The aim for MK Surveys was to demonstrate to clients that quality is of the utmost importance to their business, and the best way to do this was by choosing a trustworthy and highly regarded certification body that was well known within the industry they work in.

This was achieved by forming the partnership with DNV, which began in June 2017, with MK Surveys achieving certification in February 2018 at the first audit attempt. Certification with DNV has been maintained ever since on a 3-year cycle, with periodic audits every 9 months.

## Value for customer

Certification by DNV has led to MK Surveys expanding their client base and has helped them to win places on several national frameworks that otherwise they would not have been able to tender for.

Rather than having a QMS that was purely a means to an end to gaining a certificate that could allow them to work with certain clients (as was the case with the non-UKAS certification), MK Surveys have grasped the new ISO and embedded the new system into all of their daily operations, and this in turn means they are getting far greater value for money from their QMS.

Tim Salmon sums up the partnership with DNV by saying: "It is helping to drive quality throughout all of our company's operations and this in turn has helped us to improve and become more streamlined, leading to far greater quality assurance and reduced risk of non-conformance for our products. The QMS now lies at the heart of everything we do, and this is partly down to DNV and the auditor that helped us to see the benefits of running a truly integrated quality management system."

### Interested in more information about this case study?

Please contact [certificationuk@dnv.com](mailto:certificationuk@dnv.com) for more information.