



CLIENT SUCCESS STORY

DIRECT SHINE



ISO 9001 and ISO 14001

Meet Direct Shine, the cleaning specialists on a mission to add extra sparkle throughout Scotland.



Direct Shine helps customers across Perth and beyond with all their window and external cleaning needs. The company is made up of 17 employees, 13 vehicles, and plenty of ambition to grow.

Servicing some 4000 clients across Scotland, having built one of the leading windows and external cleaning companies in the United Kingdom, Team Direct Shine can do it all.

Quality, the environment, and health and safety are at the heart of Direct Shine – achieving ISO 9001 and ISO 14001 with NQA to prove it. Since then, the business has used these certifications to become CHAS-accredited*.

Explore why Direct Shine went for certification with NQA, a trusted certification body.

*The SSIP (Safety Schemes in Procurement) is a membership body that lets clients be recognised by other SSIP member schemes. It includes the Contractors Health & Safety Assessment Scheme (or CHAS).



Instilling confidence and expertise

Since its formation in 2012, Direct Shine has worked hard to become a leading window and external cleaning specialist.

No matter the season – and come rain or shine – the company takes great efforts to ensure its management systems are up to scratch.

The reason for this is simple:

- **Internally:** team members can consistently stay in line with customer requirements.
- **Externally:** customers have confidence in Direct Shine right from the initial quotation.

Certification has helped Direct Shine stand out (and not just for its cleaning abilities!).

Collaborating with ISO experts

Once Direct Shine decided to become ISO-certified, the next step was to choose a third-party certification body. NQA was honoured to be selected to fulfil the company’s ISO 9001 and ISO 14001 ambitions.

According to Direct Shine’s CEO, David Macdonald:

“ We chose NQA due to its reputation for providing companies with credible accreditations recognised industry-wide. ”

Direct Shine also hired CBO Associates, a Dundee-based consultancy, to help with the A-Z of audit preparation. With this support, Team Direct Shine was more than ready by the big audit day.



Matching NQA client to the assessor

At NQA, we allocate every client to the ideal assessor. Direct Shine received a visit from Kevin Gunn, NQA’s Regional Assessor & Field Operations Manager (Northern Region).

Here’s what the company said about Kevin’s handling of the audit:

“ Kevin came in on the morning of the audit and was welcoming and friendly. He was transparent during the process and kept us in the loop throughout. As a company, we have been satisfied with how Kevin dealt with ourselves pre, during, and post-audit. ”

The audit confirmed Direct Shine’s commitment to customers, with ISO 9001 and ISO 14001 awarded soon after.

More credibility, customers, and growth are just some of the perks enjoyed by Direct Shine since.

Final thoughts from NQA

NQA would like to congratulate Direct Shine for achieving not one, but two ISO certifications!

The cleaning company is an excellent example of implementing management systems – and how well customers respond to them.



Did you know? NQA offers a range of ISO standards to boost your company’s success. Get in touch with an NQA team member to discuss the best certification for you today.

TO DISCUSS YOUR CERTIFICATION & TRAINING NEEDS GET IN TOUCH:

0800 052 2424 | www.nqa.com

