



## CLIENT SUCCESS STORY

# BARTCO UK AND MVIS

ISO 9001, ISO 14001  
& ISO 45001

**Bartco UK's and MVIS' triple standard certification driving them to success.**

Not only has the implementation of a QMS resulted in improvements in quality and efficiency across both organizations but a recent site visit also found that...

CUSTOMER  
SATISFACTION  
RATINGS HAD  
IMPROVED BY

**20%**

**E**stablished in 2014, Bartco UK manufactures and sells ITS products and integrated solutions internationally. MVIS was founded in 2012, is an industry leader in the delivery for UK hire of Bartco UK equipment, and has a strong reputation for efficient and trustworthy service.

Both companies are based in Matlock, Derbyshire, and comprise a team of 18 staff including apprentices.





### Signs of quality

Effective ITS equipment such as Bartco UK's variable message signs are important to ensure a safe and efficient traffic flow, whether around roadworks or regarding events, generating a positive end user experience.

Bartco UK and MVIS understand that introducing a system to monitor business performance is essential to improving any customer-focused activity and recognised the value of implementing a Quality Management System (QMS) to support in achieving this goal.

As they are often required to tender for work, accredited certification demonstrates their commitment to manufacturing products to the highest standards and making ongoing improvements to their business.

“ Anne Ashman, Bartco UK's and MVIS' General Manager says:

**ISO is an increasingly important certification for transport management firms tendering for projects in the UK and internationally, and our certification benefits both ourselves and our supply chain customers in the bidding process.** ”

Having set themselves a mission to improve health & safety, quality and environmental performance, it should come as no surprise that Bartco UK and MVIS selected NQA as their certification body.

### Bridging the gap

After recognising the need to implement a QMS, Bartco UK and MVIS approached NQA to conduct a gap analysis.

Because they were seeking certification to both ISO 9001 and ISO 14001, Bartco UK and MVIS made the decision to integrate their management systems, which aids in reducing duplication of effort across organizations.

Whilst they had a clear vision for what they wanted to achieve, Bartco UK and MVIS found the gap analysis provided a helpful tool for preparing for their certification audits. By completing a thorough gap analysis they were also able to highlight the processes that they could put in place to improve overall function of the business. They then implemented and cascaded a clear plan turning their theory into action.

“ Anne Ashman advised:

**We are delighted that our NQA assessor observed improvements in quality, efficiency and customer satisfaction during our Stage Two audit. NQA's support and guidance in achieving certification has been invaluable, and we have received the same level of service as we achieved certification to ISO 45001.** ”

# SIGNS OF IMPROVEMENT

Nick Wright, Managing Director at NQA has said, "Bartco UK and MVIS have shown a clear determination to provide quality products and services to their clients with minimal environmental impact and a proactive attitude towards health and safety across the business. It's great to see the benefits of certification come to light for their own company and their customers with visible rises in their customer satisfaction levels".

**Read more of our case studies to learn about our clients and their accomplishments, or contact us today for a free quote for certification to any of the standards mentioned above.**

TO DISCUSS YOUR CERTIFICATION & TRAINING NEEDS GET IN TOUCH:

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