



BSI Software helped CORMAC to win new contracts and expand their business

"BSI Business Improvement Software has supported CORMAC's recent and rapid business expansion.

It helped to enhance the company's reputation by giving our clients and customers confidence in our ability to manage and improve the quality of the services we provide.

Our Business Improvement systems have been developed in partnership BSI and we feel that our input and feedback is helping to shape their software developments to better suit our needs and achieve continual improvement of our management system."

James Menear,
Performance & Quality Manager
CORMAC

CORMAC is a group of companies wholly owned by Cornwall Council, delivering Civil Engineering & Infrastructure, Facilities & Property Services and Adult Social Care in the Community. It has since launched in its own right, and now trades across the South West and the Midlands with a turnover of over £150m and 2000+ staff.

What challenges did CORMAC face?

- Legacy systems for recording accidents, inspection results and nonconformities
- No document version control or risk management system
- Hosting issues meant only council employees had access
- Audit results, notifications and actions were raised manually

A web-based management system was needed to support countrywide expansion plans and the development of new service areas

What did implementation help CORMAC to achieve?

CORMAC uses BSI for ISO 9001, 14001, 18001 and Highway sector scheme certification. The BSI Business Improvement Software offered a level of user customisation that could meet developing needs and allow mobile system access as well as SQL based reporting.

Stage 1 saw CORMAC integrate data currently on their legacy systems. BSI training courses gave CORMAC the skills to undertake the development and see the potential for significant improvements to processes.

Stage 2 involved re-designing the management system. This expansion is still happening as managers find new information to record and analyse the data.

Major benefits so far:

- ISO certification retention has been improved, which is critical for CORMAC's tender evaluation scores
- Clients have confidence that continual improvement is embraced by CORMAC
- Automation of notifications and reminders, saving staff time worth twice the licence fee annually
- Reduction of "lost days" thanks to analysing root causes using incident investigations.

New contracts have been won and the business has expanded.

Based on the success of this implementation, it is now being specified by CORMAC's stakeholders.

For more information

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