CLARITY 2 CONFIDENCE

Auditing

Do you have consistency within your business? Do you know if your processes are compliant? Auditing is a great way to understand how your business operates and discover ways to improve it. Whether you need an independent review or to audit your systems to achieve ISO standards, C2C Group have the expertise and are here to help.

Official Partner
British Assessment Bureau

MEMBER
ISOQAR ASSOCIATE NETWORK

Our Service

You may have processes and procedures in place, but this doesn't mean they are effective, followed consistently or fit for purpose, especially in a growing business. Many organisations panic when they hear the word 'audit', and they worry about all the things they need to do to comply, especially when they don't have the internal resources available.

Auditing is a key part of the ISO certification process, and by working collaboratively with our clients, we have a 100% success rate. Our auditors have over 20 years of experience and will audit in line with ISO 9001, ISO 14000 and ISO 45001 standards, whilst keeping people focused on what matters.

Audits are designed to look for compliance and offer suggestions for continual improvement of your management systems. Regular auditing will ensure that you remain consistent in the delivery of your products and services by addressing the needs of the relevant standard, compliance obligations and your own objectives.

C2C Group will be there for you from start to finish, with support and information to get you through the audit process. We will:

- Tailor an audit programme to suit your business; the right one for your ISO certification
- Manage the internal audit process
- Report non-conformances and opportunities for improvement
- Monitor your performance by reviewing trends and improvements
- Prepare your teams for external audits
- Support or lead external audits

Types of audits include:

- Leadership
- Management systems
- Project delivery
- Office/facilities
- Supply chain process
- External (ISO, Achilles)

Our expert auditors are ready to connect with you and understand your needs.

Gain clarity and build confidence in your team.

Get in touch now: luke.s@c2cgroup.co.uk / 07903 567837

Case Study

Focusing on compliance

The Problem

Datalec Prevision Installations (DPI) offer high quality and cost-effective design, supply, installation and commissioning capabilities to the demanding data centre sector. DPI are a growing business and are continually improving their management systems and upskilling their people to meet this demand. It is important to them to ensure that they remain compliant and that their systems remain effective. They wanted an independent specialist, to conduct a deep dive of their operations and to provide a peer review of their management system ahead of their ISO recertification audit.

The Challenges

In a growing business, it is easy to outgrow your processes and for inconsistencies to creep in. DPI built their business on a reputation for first class delivery, which is something that the project delivery teams remain as focussed on today. With increasing project and teams the senior leaders wanted independent assurance that consistent high levels of quality and safety were being implemented across the business.

DPI also recognised that the need for new systems and processes was creating a lot of change for the business and its people, the senior leaders wanted to ensure that this continual improvement was being managed well and that the changes being introduced would deliver the intended benefits and help future proof the business

Audits can feel intimidating for people as no one wants to hear that they have missed something or have done something wrong. This is where C2C Group come in, we take a holistic approach to auditing, we look for compliance, good practices and opportunities for improvement. Our methodical process ensures that all the data and evidence is captured and presented to management in a way that positively effects changes.

The Results

The results of our service speak for themselves. DPI retained their ISO certificate for the third year. We look forward to maintaining these certificates in 2023 as DPI's trusted partners.

The Solution

We worked collaboratively with the DPI management team and project teams to:

- Internally audit DPI's management systems

- Collate and review evidence supplied

- Give suggestions and advice on what actions were required

- Liaise with the external ISO auditors

- Help prepare documentation packs for the external ISO auditors

- Facilitate the external ISO audit

- Help close out any responses or queries

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Over the last couple of years C2C has developed a deep understanding of our business. Navigating our team through the initial ISO applications and later through two annual surveillance audits, C2C added considerable value to the process

Stephen Scott, CEO.

Datalec Precision Installation