

APPLIED RISK MANAGEMENT

ISO STANDARDS CONSULTING

DHA GLOBAL GAINS ISO 9001:2015 CERTIFICATION, SIGNALLING COMMITMENT TO EXCELLENCE AT EVERY LEVEL OF THE BUSINESS

About DHA

DHA Global offers training, consultancy and operational tasking for safe storage handling, movement and disposal of explosives. Founded by military expert David Hopps, the company works with major defence contractors, overseas governments and international aid agencies to provide first-class mentoring in the ammunition and explosives sectors. With significant experience of working with sea, land and air weapon systems, DHA Global prides itself on reacting swiftly and effectively to urgent requirements, both in the UK and around the world.

The challenge

DHA Global's training academy is able to call on a pool of permanent and contracted personnel, including former Ammunition Technical Officers (ATOs), senior MOD Technical Officers and central government procedures. As an organisation that prides itself on delivering a consistently high level of customer service and with complex obligations to third parties, it is imperative that DHA Global is able to demonstrate a high level of quality management systems, policies and processes.

"We recognise that our business relationships require on-going commitment to achieve excellence at every level of DHA Global and its supply chains."

DAVID HOPPS, FOUNDER, DHA GLOBAL

DHA Global was previously ISO certified to three different standards: Quality, Environmental and Health and Safety. These had been allowed to lapse. With an exciting new contract in the pipeline, DHA Global wanted to refresh and update its ISO management systems so called on Applied Risk Management to investigate. Andy Mills, Management Consultant and ISO Auditor, then carried out a thorough review of DHA Global and established that the company could significantly reduce complexity in its processes while conforming to the new ISO standards.

"Andy reassured me that you don't need a cabinet full of documentation to meet the ISO standards. What's important is uncovering the key processes that make a difference: when you focus on quality, it makes it so much simpler."

DAVID HOPPS,
FOUNDER, DHA GLOBAL

The solution

Having carried out a detailed analysis and reviewed the company's immediate business objectives, Applied Risk Management made the recommendation that DHA Global should focus on becoming ISO 9001:2015 certified first.

Applied Risk Management began the process by carrying out a detailed gap analysis. The company's processes are listed, risks identified, and procedures put in place to address any gaps.

DHA Global uses many contractors, so a key focus was to ensure a robust on-boarding and induction process to ensure supplier competence. To facilitate the process, Andy did not revert to the existing ISO documentation, but created flow charts in Visio for DHA Global staff to review. These have been very well received.

"DHA staff find it easy to use and update the ISO documents and they have been highly proactive in interpreting the material and using it in their own classroom training and materials."

ANDY MILLS, MANAGEMENT CONSULTANT AND ISO AUDITOR, APPLIED RISK MANAGEMENT

With the flow charts approved, Applied Risk Management created three simple documents that contain everything needed to conform to ISO 9001:2015. The first covers business operational processes for DHA Global. The second details the governance processes for the quality management system. Finally, there is a quality manual that explains the business logic. Although not a requirement of ISO 9001:2015, Applied Risk Management chose to create a quality manual to help pull the management system together and clarify the standards to all staff.

"Processes are core to DHA's business. Now, office personnel have the knowledge to design, shape and evolve their processes, and implement the controls needed to meet the high standards set by ISO 9001."

As a qualified ISO auditor working for UKAS accredited certification bodies, Andy is able to utilise his knowledge and apply it for the benefit of his clients. He carried out a single mock audit on DHA, allowing staff to understand the process and to act on any remaining non-conformities. DHA Global gained its ISO 9001 certificate in October 2016 with no nonconformities being raised by the certification body.

"Thanks to Applied Risk Management, I truly understand the logic behind the ISO standards and feel confident that I can own and evolve our operational processes going forward."

DAVID HOPPS, FOUNDER, DHA GLOBAL

The results

Simplicity – DHA has replaced a wealth of opaque documentation with three lightweight files that are easy to interpret and evolve

Reassurance – ISO9001 is the hallmark of quality operational processes and builds confidence in the company's products and services

Understanding – the company owns its processes and has visibility of how to improve them

Superior risk management – ISO framework allows objectives to be set and controlled, minimising risk across DHA and its supply chain

GET IN TOUCH

Andrew Mills

07773 402952

andy.mills@appliedriskmanagement.co.uk

appliedriskmanagement.co.uk