BUSINESS CHALLENGE

Neath Port Talbot County Borough Council is one of the largest councils in Wales, UK. The council was not satisfied with its previous ISO certification body. It complained that the standard of auditors was inconsistent and back office support was often poor. ISO certification is important for the council. It needs to prove its commitment to quality (via ISO 9001) and a responsible approach to the environment (via ISO 14001), because its local residents expect a proactive, transparent approach to council management. There are also pressures from central government for local authorities to operate effectively.

SOLUTION

The Council was attracted to Bureau Veritas Certification because of its strong experience and reputation with local authorities. Bureau Veritas Certification was able to provide a solid auditing platform to help the Council achieve its quality and environment goals.

- Structural Risk Based Auditing tool introduced alongside ISO certification to help the Council meet its quality and environment goals.
- Single account administrator appointed to simplify contact and maintain high service levels.

SOLUTION OVERVIEW

Client: Neath Port Talbot County Borough Council
Client industry: Local Authorities
Client size:
- Council employees including teachers and part time staff 9,000 (2003/4).

Client profile:
Neath Port Talbot Borough Council is one of the largest councils in Wales, UK.

- BUSINESS CHALLENGE
  - Dissatisfaction with previous ISO certification body.
  - Needed a focused certification approach to help prove the Council’s commitment to quality and environment issues.

- SOLUTION
  - Structural Risk Based Auditing tool introduced alongside ISO certification to help the Council meet its quality and environment goals.
  - Single account administrator appointed to simplify contact and maintain high service levels.

- BENEFITS
  - The Risk Based Auditing tool allows clear measurement of key business indicators.
  - Enables future action planning based on risk to the council’s activities.
  - Allows simplified performance and trend tracking over time.

(Continued overleaf)
“Bureau Veritas Certification have helped make the transition away from a failing third party certification body, a smooth and enjoyable experience. We have been with Bureau Veritas Certification since 2003 and it is from experience that we now recommend them to any organization wanting to improve.”

Chris Davies
Quality & Environmental Management Systems Section
Neath Port Talbot County Borough Council

SOLUTION

Risk Based Auditing (or RBA) is an innovative sector-specific certification approach. It helps an organization achieve better financial and performance benefits through certification by focusing on the key areas of risk within the organization. A single client account administrator was appointed at Bureau Veritas Certification. This makes contact easier and helps keep service levels high at all times. The certificates delivered by Bureau Veritas Certification to the Council are valid for 3 years, and one of their basic conditions is a yearly audit. Therefore, Bureau Veritas Certification has a contract with the Council for 23 auditing days per year. The mission includes surveillance visits and certification auditing.

BENEFITS

The structural Risk Based Auditing tool introduced by Bureau Veritas Certification allows clear measurement of key business indicators. It enables future action planning based on risk to the council’s activities. It also allows simple tracking of performance and trends over time. The Council feels that the Bureau Veritas Certification auditors, through their knowledge, have added value to the Council’s services by making them more efficient. The close relationship established by Bureau Veritas Certification with the Council has helped it to fulfil its public obligations in regard to quality and the environment.