

Chaotic Office Times

Organised Chaos Newsletter

"Creating SPACE -
Restoring ORDER"

ISSUE 03

All About Quality



Dear Friends of Organised Chaos

Welcome to the summer edition of the 'Chaotic Business Times'.

For this edition, I thought I'd expand on the concept of organisation for your business. How, having got to grips with your avalanche of paper you might wish to take the process to the next logical stage.

Have you ever considered ISO9001 for your business?

Do you even know what this means?

Ellen Willoughby runs a quality management business called 'All About Quality' and I decided to ask her a few questions about the benefits of a quality management system.

What exactly is meant by 'Quality Management'?

"Quality Management is really another term for the way you manage your business. If you have quality management the idea is you have in place a way of working that gets consistent results every time. This is very important as customers are far more satisfied and likely to use your services again or buy your products if you repeatedly do what you say you are going to do."

This is something I encourage my own clients to think about. Continuity is also vital from the point of view of record keeping and your own sanity!

What is the benefit to a small business of being ISO9001 certified?

"ISO9001 is key for any small business that want a firm foundation for growth. If you use the standard as a positive tool in your business it will (among other things):

- a) Clarify what you do and how you do it*
- b) Help you get the most out of your employees*
- c) Give you a framework to manage your business objectively to help you grow in the direction you want to go in*
- d) Enable you to bid for work with some blue-chip companies and large organisations such as NHS or government that you wouldn't be able to if you didn't*



What would you say to businesses who worry that going down the ISO route will be an expensive and time consuming exercise?

"Yes you have to invest some money and yes you have to invest time. However, I genuinely believe the benefits will always outweigh the cost. For example, one of my clients will now be able to bid on contracts worth over £100,000 after becoming ISO9001 certified, yet the total cost to his business was approximately £5,000 over a 3 year period. Another client of mine has found that his employee relationships have improved due to implementing an appraisal system and as a result efficiency has increased and stress levels reduced."

And, finally, here's what makes Ellen passionate about Quality Management!

"Quality Management is much more than just getting ISO9001 or other standards. I love the way I am able to help business owners reduce fire fighting and stress by helping them solve problems using quality management techniques I have learnt over the past 15 years. This helps the business grow successfully which is great for the clients, employees, and the economy as a whole."

If you would like to chat to Ellen about ISO9001 or any other quality issues, please call her on 01604 210488. Alternatively, visit her website www.allaboutquality.net for more information. I can confirm, she's a very knowledgeable and approachable lady!



Hopefully you will appreciate the direct connection between the Organised Chaos [‘Organised Office’ service](#) and the Quality Management that Ellen is advocating.

Some businesses will need to rein in their paperwork and regain control of their working environment before being able to embrace a Quality Management system.

Ellen and I are happy to work together, knowing that we have the same desire for creating order from chaos.

**So, would you like a calmer life? More profitable business?
Easier relationships with customers, suppliers and staff?**

Where to start?

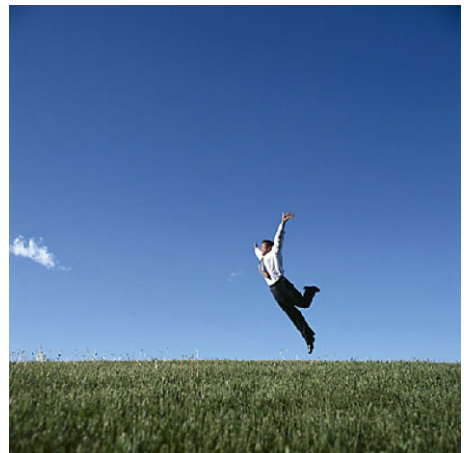
The best first step is to speak with either myself or Ellen. We can advise you as to which service is most appropriate for your current situation.

If you've got big ideas for your business, don't sabotage your own efforts by continuing to be disorganised.

Some of my clients have really embraced a new way of thinking since working with me, and are more efficient and more relaxed as a result. Some of them have even booked a holiday!

Their businesses are going places -

What about yours?



*Best regards,
Judith*

t: 01327 705294

e: organised@judithmorris.co.uk

w: www.judithmorris.co.uk

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