



# IMPACT

ISO 9001

Solutions on Demand Ltd is a group which supports your companies many needs with a team of dedicated specialists that operates in four divisions. Their IT support and services cover everything you need to run a successful business and perform to the highest level, while their digital marketing team covers everything from design to video production and SEO to ensure your online presence is maximised. They also have an in-house free quarterly magazine that highlights the achievements of local business people, which dovetails nicely with the print division which offers full-service production of marketing materials from design to print and delivery. To ensure constant improvement, it is no wonder Solutions on Demand chose to implement the ISO 9001 Quality Management System, placing customer satisfaction front and center.

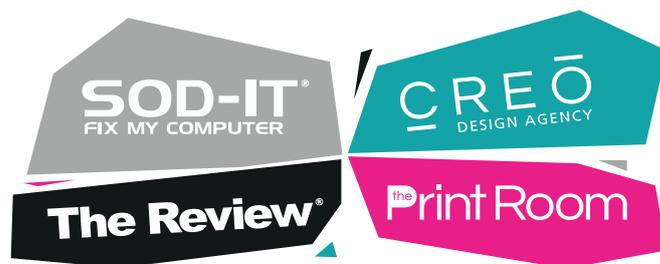
“We chose to have this ISO, to show our customers that they can put their faith in us, that we run a complete and robust service, that no job is too big and that our customers always come first.”

If your company already works to set processes and procedures, ISO 9001 implementation can be straight forward and simply support and integrate how your business already operates. Solutions on Demand’s Managing Director, Martin Boyle, found ISO highlighted already strong processes and allowed them to have an internationally recognised standard to prove it, “Once we had our heads around what was being asked of us, the process was

simple as we would normally do this naturally on a daily basis. This helped enforce what we do and streamlined our processes to ensure that we have an audit trail for them.”

Working with the right consultancy is important. Many businesses work with IMSM due to referrals and positive feedback within the industry. When asked why IMSM was chosen by Solutions on Demand, it was simply, “Reputation.”

ISO implementation can put companies off as they want it done quickly. But the time it takes to implement ISO 9001 is company specific and depends on the time and resources allocated to the implementation. From Martin Boyle’s point of view, “Now that we have it we are confident about retaining it each year going forward.”



## THE SOLUTIONS ON DEMAND GROUP

Working with an IMSM auditor who road maps what is expected, takes the heavy lifting out of document creation and implementation as well as ensuring your business benefits from the latest industry best practice. Solutions on Demand found working with their auditor to be, "fantastic, extremely professional, everything was explained very well and we were given clear directions of how to put the processes and procedures in place. She made us feel at ease and helped us through the process at all times."

Making sure you work with the right consultancy is essential to the ease of implementation, company improvement within industry and certification success.

