

## **EAST AYRSHIRE COUNCIL**

### **COMMUNITY SERVICES COMMITTEE – 17<sup>th</sup> SEPTEMBER 2003**

#### **ACHIEVEMENT OF ISO 9001/2000 STANDARD**

##### **Report by Director of Community Services**

#### **1. PURPOSE**

- 1.1 To advise the Committee that the Cleansing DSO has successfully completed the transition process to the new ISO 9001/2000 standard.

#### **2. BACKGROUND**

- 2.1 Cumnock and Doon Valley Cleansing DSO first achieved Registration to ISO 9002 in December 1995. The Registration continued with East Ayrshire as the Cleansing DSO (South). Cleansing (North) achieved Registration to ISO 9002 in August 2002. Following an extensive audit on 13<sup>th</sup> and 14<sup>th</sup> August 2003 by our certification body, the British Standards Institute, the DSO has been recommended to receive Registration to the new standard.
- 2.2 Demonstrating the organisation's ability to consistently provide a conforming service that meets customer requirements is still at the heart of the standards. In the new standard there are, however, more stringent requirements with regard to performance improvement through continual quality improvement processes and efforts to achieve customer satisfaction.

#### **3. DISCUSSION**

- 3.1 The Cleansing DSO is independently assessed as operating to the highest of International Quality Standards. The achievement of this standard demonstrates the commitment of the Council and the DSO management and workforce to the delivery of Quality Services. The Quality System is designed to promote continual improvement and will assist in the successful management of change to introduce recycling and other new initiatives.

#### **4. FINANCIAL IMPLICATIONS**

- 4.1 Continuing assessment and support from the British Standards Institute costs approximately £2000 per annum. This cost is provided for in the approved budget.

#### **5. LEGAL AUTHORITY/IMPLICATIONS**

- 5.1 Nil

**6. POLICY IMPLICATIONS**

6.1 Nil

**7. CONCLUSION**

7.1 The achievement of ISO 9001/2000 confirms that the Cleansing DSO is effectively managed and operated and equal to the best in the private sector.

**8. RECOMMENDATION**

8.1 The Committee are asked to note the success of the DSO in gaining this prestigious award.

William Stafford  
Director of Community Services

WS/RJP

26<sup>th</sup> August 2003

**LIST OF BACKGROUND PAPERS**

**Nil**

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