

## BMG gain ISO 9001:2000 accreditation

### What is ISO 9001:2000?

The ISO 9001:2000 is an international standard for management systems. This certification is only awarded to business' that meet specific methodology requirements in every aspect of business, from Head Office to the operations team. Implementing the ISO standard meant coordinating the business practices of each branch. Prior to the certification, the same job may have been accomplished by each branch using similar methods, now they operate using identical procedures.

BMG had to illustrate their management efficiency to ISO auditors by demonstrating consistent procedures. These days any changes to practices go through a central point, and always through the Quality Manager, Lisa Darvall.

### What is the benefit?

Gaining ISO certification is proof that a company works to a high standard and every branch to the same method. Displaying the ISO logo puts you ahead of competitors as it shows provision of customer service at every level of the business. Prospective clients also know that

this is not a one-off certification, the value of ISO is about constant improvement and regular audits to ensure the same tight procedures are still being adhered to.

These audits are not only by ISO associates but the company has to perform their own check-ups. Gaining ISO was an inevitable step, as "constant improvement" is an ethos which BMG is built on and instilled in the workplace. ISO would bring together any loose ties between the branches, offering a better service for its customers.

Quality Service Manager Lisa Darvall was in charge of implementing ISO throughout the Group. Lisa explains that, "ISO in a nutshell benefits everyone involved with BMG. Not only does it help the customer, saving them the weeding out process but it also helps employees perform tasks more efficiently and identifies where training is required". The prime aim of BMG was not simply to attract customers but to improve the internal structure. The ISO "manual" is made up of different sections, including staff development. This takes place from recruitment onwards. For

instance the staff development table shows which employee is trained in a specific area, but also highlights where further training is required. The improvement log is another ISO procedure. Its purpose is not only for customer suggestions, but employees are also encouraged to record any problem areas or room for improvement.

### Was it worth it?

BMG would admit that implementing ISO was not an easy process. It required rigorous adherence to procedures and instilling these uniform methods across the vast number of employees, in all the different sectors of the business across the branches. But the hardest part was installing the procedures, as Lisa explains "It was tough but totally worthwhile, so beneficial to everyone involved". Now that ISO is established, updating quality standards is an easy process, and regular audits ensure a smooth running business. Competitors may claim that they are working towards the ISO standard, but as BMG know, ISO only means something once you gain it.

## Win a Weekend for two in Dublin

If the card has been removed please visit our website at [www.businessmoves.co.uk/dublin.htm](http://www.businessmoves.co.uk/dublin.htm) and complete and email the form provided.



*Pictured: Christ Church, Dublin; Irish Pub; Cemetery, Clare; Cliffs Ireland.*



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### Ideas & Feedback

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## BMG and PHS Teacrate make a crate partnership



BMG has appointed crate rental specialist PHS Teacrate as its primary source for crates to support its own branded service for the next two years – an investment of £250,000. Rachel Houghton, Director said "BMG is renowned for secure, efficient and reliable service and we did not want a simple matter like availability of crates at times of peak demand to damage our reputation. We have taken a belts and braces approach by appointing PHS Teacrate as the primary source to supplement our own stock".

BMG is the leading specialist for corporate relocation. Its reputation is built on a whole range of services including recycling and furniture exchange and by its commitment to huge capital investment in vehicles and equipment across the UK. The company recognises that as demand grows it needs to needs to review its ability to match demand and exceed expectations.

### Crate partnership

The partnership between BMG and PHS Teacrate was established in Spring 2006. PHS Teacrate holds its own tooling for many leading crates and is at the forefront of producing branded crates for removal companies. PHS understands that the success of a company like BMG is built upon reliable, safe and secure storage of valuable equipment such as personal computers and terminals.

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With the support of PHS Teacrate, BMG can offer customer's added reassurance that it is able to deliver constant crate rental, even at peak times. The partnership with PHS underpins excellent service that BMG is renowned for, ensuring crate hire on demand for customers. Both BMG and PHS Teacrate share a similar business ethos, as National Sales Manager Nick Burke states, "Teacrate has always believed that to stay ahead of the competition it is essential to deliver consistently good service". Indeed with the new dimension that PHS Teacrate brings to BMG, Customers can expect an even higher level of delivery service.

*Pictured: Simon Darvall, Rachael Houghton and Nick Burke*

*Win a trip to Dublin  
see page 4*



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# Become greener for future success

*It is good to be aware of the benefits of recycling but putting that knowledge into practice is what makes the difference. BMG knows that filling landfill sites with waste is not a sustainable solution or necessarily the best economic option. Furthermore, the direction of legislation will compel companies to have more embedded and documented environment-friendly procedures.*

BMG manager Simon Darvall not only promotes the benefits of environmental practices to customers but ensures his own company is providing a lead to the Business Moves sector. The range of green partners is increasing and helping to provide benefits to customers across the country. He said "when tackling problems with the environment there are no half measures, you have to change procedures and they need to be right. Half measures can prove expensive and pointless".

Simon's current vision is to build a state-of-the-art transit centre for remanufacturing furniture and recycling quality equipment to needy causes in India from a proposed Delhi based transit station. Once this is up and running it will provide major PR spin-off benefits for BMG's corporate clients as the discarded furniture would help remove equipment shortages in Indian schools and institutions.

One BMG partner, Greenworks is an agency with an established infrastructure for the safe disposal of furniture. Even when incineration is the only option it uses advanced technology that inhibits the release of pollutants into the atmosphere.

For Lloyds TSB, BMG collaborate with Green Standards. This is another recycling agency with a specialist fleet of vehicles and transit station. The agency has an excellent record for reducing the impact of the waste they handle on the environment.

Adopting green practice bring a professional edge to businesses; demonstrating a social and environmental awareness. Being Green has concordance with market position, a key factor that enables BMG to help steer the commercial business removals sector. This enables BMG to help its customers' safeguard their corporate images. Taking a greener approach has paid off for Centrica, Lloyds TSB and IBM.

Like many companies watching the industry, BMG believes legislation will place the onus on the originator and companies that are gearing up now will be fitter competitors when statutory regulation changes the market place.

For more information for greening your company visit:

Friends of the Earth-020 7490 1555  
www.green-office.org.uk  
www.wasteonline.org.uk

**Environment Council:**  
www.the-environment-council.org.uk

**Books:**  
The Environment What Every Business Needs To Know - *Stuart Anthony, Middlesex University Press*

## First in Europe to win International Office Mover Institute (IOMI) approval



BMG intends to remain one of the UK's top office moves companies and if that means learning from the yanks so be it. Therefore in May the company sent 15 managers and associates who represent branches across the UK for BMG's fourth re-certification training by training guru Ed Katz of the IOMI.

### What is IOMI?

The International Office Moving Institute (IOMI), located in Atlanta, Georgia, USA, offers training programs and seminars in office moving and project management methods, techniques, and business practices with customized programs that address different aspects of the commercial moving industry. The Institute focuses on "best practice" in marketing and sales, job estimating and operations.

The IOMI is dubbed the "world's only university of office moving," and

is dedicated to raising the moving industry's image by educating both professionals and consumers. It utilizes the industry's first computer-based, interactive multimedia CDs to provide cost effective training

### Giving customers the best of both worlds

Simon Darvall is aware that the company can broaden its outlook and provide customers with an even better service by taking onboard the best aspects of US and UK practice. Commercial moves is a demanding business and Simon decided that the informal atmosphere of the Berkshire Arms an 18th Century Inn, located in the beautiful Berkshire countryside was the ideal location for three days of concentrated learning.

Chris Schofield at Reading said "the Americans used different methods of planning and organisation and BMG can take the best aspects of these

practices and incorporate them into their own relocation approach".

Phil Evans, manager of the Manchester office said the "training had provided new ideas and new man, Andre Grabowski, was already implementing the estimating and sales and marketing modules and making an immediate impact on the business.

Simon Darvall gives a convincing argument for the value of learning from others as he explains, "I invest in ongoing training for key employees and get, in return, competent personnel who care about our customers". BMG looks forward to more IOMI training later this year as they continue to lead the industry.

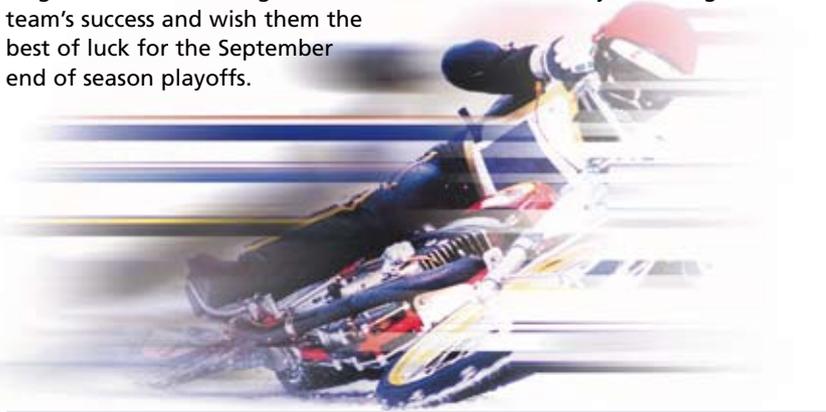
## BMG and the Bulldogs

BMG have sponsored Reading Speedway since the beginning of the Season. Now the team has taken a step up as they are currently filling the top spot with the help of BMG's support. This is the first time since 1996 that the Bulldogs have risen to the top of the league.



Local sports sponsorship has always interested BMG Managing Director Simon Darvall. Part of this sponsorship included supporting Speedway racers Greg Hancock and Matej Zagar as they took part in Great Britain's Speedway grand prix at the Millennium Stadium in June.

With an attendance of 40 to 50,000, BMG felt nicely involved as an A-frame at the centre of the track promoted the company name. Live coverage by Sky Sports also provided some promotional gains for both the team and BMG. Greg and Matej achieved good results. Greg had been challenging for top spot in the meeting in the all important final race and despite falling off his bike, still gained fourth place. BMG Financial Director Nick Dyer is an expert on the Speedway and writes a weekly column for the Reading Chronicle. According to Nick "falling off the motorcycle is not as bad as it sounds and the Bulldog team is making an impact as they hit top of the league-rather than the ground". BMG have been closely following the team's success and wish them the best of luck for the September end of season playoffs.



## Giving to Gambia

BMG is a company concerned with Green issues. This green ethos is not just a marketing policy to attract customers. It goes much deeper. The company has instigated environmental awareness amongst its own employees. Everton, for example, who is based at the BMG Birmingham office, is part of the operative team. His work brings him into daily contact with unwanted office supplies that if not recycled end up in a landfill.

Everton had a great idea when personal contacts in Gambia told him about the deprivation in schools which could not even provide pens for the children. Only too aware of the number of pens wasted when a business is relocating Everton saw potential to help. He set up a recycling initiative and for the last few months has been sending out barrels of stationary to school in Gambia. During the lunch break Everton collects together all unwanted pens and pencils. Simon Darvall said "it's good to see people take the initiative and to see the work of BMG in the UK benefit people in less privileged parts of the world". As Everton recycles in Gambia, Simon continues to advance his plans to set up a recycling centre in Delhi in India.



### Personal profile: Lisa Darvall

As director of Human Resources, Health and Safety and Quality Management, Lisa Darvall is a busy woman. Lisa started out at BMG in a part-time secretarial capacity whilst raising her family. She then returned to work on a full-time basis and soon found herself wanting to take on more responsibilities.

As the company expanded across the UK it became a much bigger employer. Lisa spotted an opportunity in the Human Resources department. There wasn't one. With the growing number of employees joining the BMG ranks, Human Resources was becoming an important management issue. The company directors agreed this was a need and gave Lisa responsibility for managing recruitment and training.

This included the induction training course that every new employee has to attend which covers the

BMG philosophy, methods and procedures. Her responsibilities include ensuring everyone at BMG is fully compliant and aware of all current and new developments regarding relevant legislation.

Lisa is also Director for Health and Safety. This has involved her with unique initiatives such as the "Group Health and Safety Team". This requires two H&S members from each branch to meet regularly to ensure H&S issues are on the company agenda.

As Quality Manager Lisa then took on the responsibility for overseeing and steering the implementation of the ISO 9001:2000 accreditation process.

Job satisfaction has kept Lisa going as she explains "Even though I had some sleepless nights during the ISO procedure I could see the light at the end of the tunnel and



knew it would be hugely beneficial to the company. It was great to see that happening".

When she's not working, Lisa enjoys spending time with her family. She is a Reading Football Club season ticket holder (which has just moved into the Premiership) and which she attends with her family. Apart from this Lisa also enjoys travelling – which is exactly the perk a Business Moves company offers!

*Pictured left:  
Lisa Darvall*

