

Case Study: Q Associates

Q Associates is one of the UK's leading technical computing specialists, with considerable experience in the implementation of high performance IT, data management and business applications for clients throughout the corporate and public sectors. In partnership with some of the industry's leading technology companies, Q Associates works to provide clients with the information they require to support their strategic IT decision making. Detailed technical advice and knowledge is provided through our team of highly qualified specialists.



Working with Goode since 2002, Q Associates relies on sound business management systems to ensure that all activities within the company are carried out to the highest standards.

“Our customers range from small, fast-moving organisations, through to large worldwide corporates, each with an individual set of needs and objectives. It is essential that we can demonstrate to our clients our ability to manage projects to the same high standards of quality and safety through our integrated Business Management System. We chose Goode Business Management because of the consultants' level of experience and track record in implementing integrated systems in a variety of organisations and felt confident that the flexible approach would meet the needs of Q Associates. We now have a relationship where our consultant is very much part of our team.”

Business Systems Manager

Focus on Quality

Q Associates had successfully achieved ISO9000 in 1997, but with the new ISO9001:2000 standard looming and increasing emphasis on health and safety compliance, the need for a consultant with the knowledge and experience of implementing an integrated business management system became essential. Goode Business Management was appointed in August 2002 and ISO9001:2000 was achieved, with flying colours, that November. Q Associates continues to receive excellent feedback from the registration body at the annual assessments.

Focus on Health and Safety

Once ISO9001:2000 had been achieved, formal health and safety procedures were implemented to support the existing policy. Ongoing requirements from clients ensure that health and safety compliance is demonstrable and proactive.

Goode Methods

Following initial gap analysis against the new ISO9001 standard the whole system was mapped to identify key processes. Each process was broken down into interrelated procedures and simple flowcharts produced to map Q Associates' working methods. As the health and safety system was developed, the ISO9001 procedures were extended to ensure that health and safety became an integral part of the whole management process. Scheduled audits and risk assessments are carried out and the business management system is continuously updated to ensure it reflects current practice and on-going changes in legislation