



## Certification maintenance and support services

Certifications Compliance Packages

'Emergency' Audit Service

ISO 27001 Compliance Package



REPORTS W  
RIDE IN  
WENT APPEARED  
OVER MONTH

# CONCLUDING THE FELLOWSHIP

RUNNING  
EVENTS

REPORTS  
& REPORTING

ATTENDANCE  
DEPENDENT  
ON TIME &  
VALUE

THE REPORT  
WRITING IS  
HARD WORK  
IF YOU'RE NOT  
ACADEMIC

I SPENT MORE  
TIME NEGOTIATING  
FORMAT THAN  
BEING CREATIVE

I NEVER  
KNEW IT  
WAS OVER  
NO COMPLETION  
DATE BETTY

TAKES 2  
WEEKS FOR  
C&M  
MARKETING  
MAJOR PAIN

COLLECTING  
ALL THE  
INFORMATION  
AT THE END  
WAS HARD  
DISTILLING  
FRAMING

GOT HELD  
FROM OTHERS  
TO "GOVERNMENT  
IFY"  
REPORT

I DON'T  
HAVE GREAT  
CONNECTIONS  
IN C&M THAT  
RELIANT ON  
OTHERS

TICKETING  
IS AN ISSUE  
FREE MEANS  
PEOPLE DON'T  
COME

I WOULD  
HAVE MADE  
IT PRACTICAL  
IF IT WAS  
FOR EVERYONE

Professional  
Strengths  
were gained  
e.g. title of  
Fellow



## ABOUT THE IDEAS DISTILLERY

Company certifications can open a whole host of doors, such as getting on to approved supplier lists, tendering for contracts in both the public and private sectors (it's no surprise that almost all tender winners are at least ISO 9001 certified), as well as just giving potential customers and clients that 'seal of approval'.

The Ideas Distillery are ISO systems consultants, which means we are experts on International Standards, have extensive experience implementing management systems, and can rapidly understand the processes that are part of your company and how best to approach implementation of Standards requirements.

The Standards we help with are:

- ✓ ISO 9001:2015 (quality management systems)
- ✓ ISO 14001:2015 (environmental management systems)
- ✓ ISO 45001 (health and safety management systems)
- ✓ ISO 27001:2013 (information security management systems)

If you have any or all of these Standards, then the chances are you'll need help maintaining them.

This is where we come in, and can give you support depending on your specific needs and budget available. It's important to bear in mind that our consultants will work directly with you to maintain your chosen Standard(s) in a way that is specific to your company.

Our aim is to develop a custom system that meets the minimum requirements of your applicable Standard(s) but also uses them as a platform for a high-performing business operating system, which can include coaching and mentoring.

We offer both training and turn-key support options, and skill-sets and experience extending beyond ISO to include advanced techniques (e.g. process identification, process mapping, measurement & monitoring, problem solving & root cause analysis, etc).

So have a browse of the following pages and let us know how we can help you.



*"The Ideas  
Distillery's support  
services have been  
superb, they keep  
ahead of the game."  
Chris Morton, MD  
Manorcraft Interiors  
Systems*



# CERTIFICATIONS COMPLIANCE PACKAGE - BRONZE

**Gaining certification to your chosen standard or standards, whether they be 9001, 14001, 45001 or 27001, can be daunting, but when you achieve any of these Standards you should feel rightly proud.**

Of course, this is actually only the first (if, of course, vitally important!) step on your certification journey.

After achieving ISO certification, organisations are granted this for a three-year period, subject to ongoing reassessment from their chosen Certification Body.

This means that it's up to you to maintain your Standards through continually complying with its requirements, and often it is at this point that companies can fall down.

This is where we come in. We are here help and advise, and to do what is necessary to ensure that your systems will reach the required level for certification. We will advise you where you have gaps plus explain and help you fix the gaps.

We will prepare you and show you how to meet the various requirements, and carry out an internal audit for you (a requirement before your external audit).

Because of our knowledge, skills and experience, we can make your systems work more effectively and efficiently.

Our aim is to save you time and money and make sure you avoid the most common mistakes. We'll also make sure you get a system that suits you, not just something 'to get ISO certified'.

- ✓ Mandatory items process checks and implementation
- ✓ Internal audits
- ✓ Quarterly legal updates
- ✓ Review of COSHH assessments and data sheets
- ✓ Review of Environmental Risk Assessments



# CERTIFICATIONS COMPLIANCE PACKAGE - SILVER

**Do you rely on your ISO quality and environmental certifications to win you business? Or ISO 45001 health & safety or ISO 27001 information security certification to keep you on supply chains?**

Or do you have accreditations from sector-specific regulatory bodies such as the SIA or BWCA which require you to have regular audits?

Then our Silver Package is the perfect service for you.

We take the stress and hassle out of keeping your compliances up-to-date and ready for external audit and renewal.

We're here to stop your current cycle of last-minute scrambling around for documents, updating forms, policies or procedures, unsure if it's what the auditor needs, and worried if you might get a black mark.

For one simple monthly fee, our service takes a monthly look at all your certifications and updates anything that needs updating, reviews anything that needs reviewing, and audits anything that needs auditing.

So you can be sure that at any given point in time, your certifications are completely up to date, your online profiles are in tip-top condition, and your regulatory compliances are being monitored.

If required, as part of the package we will also set up a Legal Register which will track and update all of the legislation that could affect your business.

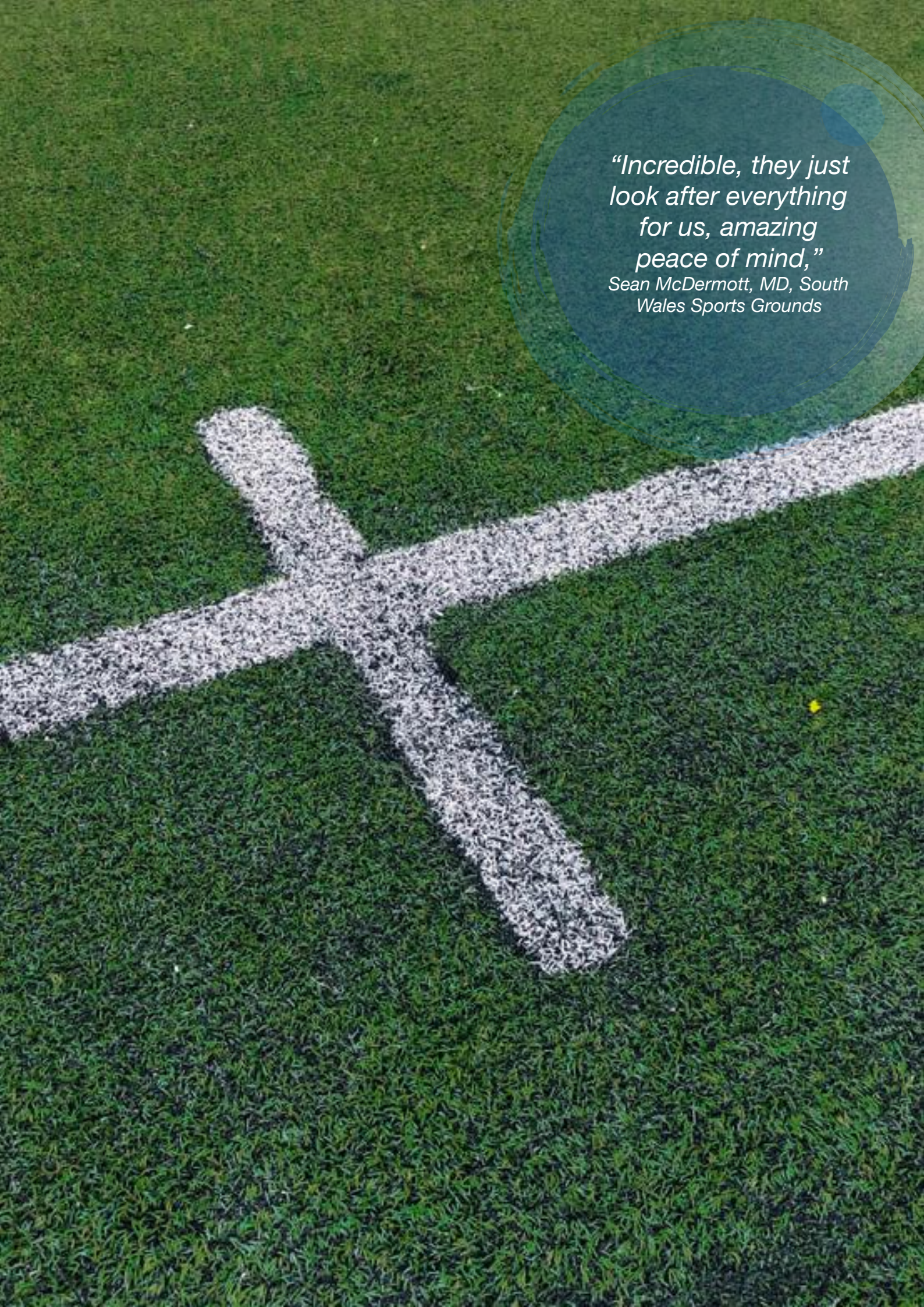
Our internal audits are also aimed at genuinely adding value to your current processes.

This ensures compliance with clauses such as those contained within ISO 14001 and ISO 45001 standards, e.g.:

- ✓ Everything included in our Bronze package
- ✓ Review of permits and other legal requirements, e.g. F-gas
- ✓ Review of Waste Streams
- ✓ DRP, BCP design, review, implementation, testing
- ✓ Business and Compliance Requirements review
- ✓ Management of Certification Body / external auditors
- ✓ Review of industry-specific codes of practice to ensure compliance
- ✓ Ongoing telephone / email support
- ✓ Management meeting / management review support
- ✓ Creation of Annual Audit Schedule
- ✓ Annual full system audit
- ✓ Knowledge management development



**“We are now more  
focused on  
measurable  
performance,  
consistent outcomes,  
and client feedback,”**  
Clayton Earney, Ops  
Director, Drone Evolution



*“Incredible, they just  
look after everything  
for us, amazing  
peace of mind,”*  
Sean McDermott, MD, South  
Wales Sports Grounds



# CERTIFICATIONS COMPLIANCE PACKAGE - GOLD

**If you want us to be your complete resource for all things regarding your management systems and, most importantly, want to use your certifications in order to genuinely improve your business, then this is the option for you.**

Our mission is to do the critical quality, environmental and health & safety jobs that control risk and improve operational performance, where owners and managers are short of the resources to do them effectively.

We work as part of your management team, to help you get to where you want to be and, because our team has practical business backgrounds, we use experience and proven methods to get you there as quickly as possible.

By working this way, we aim to save you time and money and free you to concentrate on your strategic goals.

This is a complete support package which consists of regular on-site visits and constant reviewing and updating of current management systems alongside implementation of improvement programmes on an ongoing basis.

We have a team of highly qualified HSQE and business performance professionals who are fully supported by technical experts.

We simplify environmental, quality, safety and information security management, so that you can concentrate on what you do best.

Included in this package is everything which is included in the Silver package, along with:

- ✓ Ensuring critical elements of client feedback and non-conformances are being recorded and closed out where required
- ✓ Ongoing review of evidence which is identified in company procedures
- ✓ Training & mentoring in the Standards and related processes and procedures
- ✓ Ongoing updating of any additional material required for compliance
- ✓ Ongoing audits for quality, infosec and environmental processes
- ✓ Supplier audits (based on Quality; Environment & Energy; Health & Safety; Business Continuity; and Information Security)
- ✓ On-site support during external audits
- ✓ Document mapping & maintenance - looking at adding value to your current system
- ✓ Business process mapping - looking at better ways of working
- ✓ Online compliance management - complete set-up and maintenance of a cloud-based solution
- ✓ Support for contributing to bids and tenders around QHSE and ISMS management system elements



## 'EMERGENCY' AUDIT SERVICE

**ISO certification should be a living management process that is constantly updated and optimised. For that to be true, you have to establish a schedule for tasks, internal audits and reviews - and stick to it. The worst thing you can do is wait a month before the audit and then try to rush to complete everything.**

But we understand that sometimes things just pan out this way. The people usually in charge of your management systems can leave unexpectedly, go on long-term sickness or absence, which can leave you with the headache of handling an audit which you are not prepared for.

We can help you by taking the reins quickly and efficiently, firstly by undertaking a rigorous Gap Analysis (Internal Audit) to catch any serious non-conformity issues before the external audit. This can also prepare staff for the interview process.

We can help you to look at any problem areas, paying particular attention to recurrent problems requiring corrective actions.

We will make sure there are no major problems to be found by the auditor which could delay your certification and leave you scrambling to establish a process to fix the issue as quickly as possible.

We can help you with your management review to look at your entire

management system, reviewing your policies, objectives for the next year, customer feedback, non-conformity issues and corrective actions, the status of internal audits as well as any changes to processes and regulations.

In short, we will ensure your documentation meets all the requirements of your chosen Standard(s).

We will make sure that you are advised on all procedures and processes which need to be correctly followed.

As Auditors ourselves, our Gap Analysis helps ensure we address all of the necessary requirements.

Our value-added approach to this engagement means that we look at what is happening and most importantly report what is causing specific results to happen.

- ✓ Gap analysis
- ✓ Production of a Report detailing actions you have to complete before audit
- ✓ Ad hoc support as agreed

A woman with long blonde hair is sitting in an airplane cabin, looking out of a window. The cabin is dimly lit, and the view outside the window shows a cityscape. The overall mood is contemplative and serene.

**“Our Quality Manager  
left at short notice  
leaving us with a  
problem - but all our  
prayers were  
answered,”  
Jonathan Sanders, IMK Rail  
& Aerospace**

*“The Ideas Distillery  
have been superb in  
the support they’ve  
given us with our  
ISO 27001  
systems,”  
Brian Stokes, MD, ITCS*





# ISO 27001 COMPLIANCE PACKAGE

**Information is the lifeblood of any business – this is especially true if your clients have entrusted their valuable data to you. Implementing and maintaining an information security management system (ISMS) certified to the internationally recognised data security standard, ISO 27001, is the most effective way of reducing the risk of suffering a data breach.**

An ISMS is a systematic approach to managing the security of sensitive information and is designed to identify, manage and reduce the range of threats to which your information is regularly subjected.

This is where we can help you with monitoring, reviewing, testing and auditing, particularly in light of a changing risk environment, technology or other circumstances.

ISO 27001 is a framework for information protection. There are some GDPR requirements that are not directly covered in ISO 27001, such as supporting the rights of personal data subjects: the right to be informed, the right to have their data deleted, and data portability.

But, if the implementation of ISO 27001 identifies personal data as an information security asset, then many GDPR requirements will be covered.

We identify the key requirements of ISO 27001 for you and provide a top level route map for a successful ISMS maintenance in your organisation.

We will outline a structured approach to maintenance based around:

- ✓ Reviewing ISMS controls currently being implemented
- ✓ Reviewing relevant risks that would compromise the confidentiality, integrity and availability of your information
- ✓ Reviewing risk assessments to identify and evaluate information security risks, and evaluating your treatment of these risks
- ✓ Reviewing the statement of applicability (SoA) for currency
- ✓ Review of ongoing legal, regulatory and contractual obligations and updating of Compliance Legal Register
- ✓ Staff awareness programmes (e.g. staff training in how to use documentation and how to draft operational procedures for the assets and processes for which they are personally responsible)
- ✓ Advice on managing operations and resources in line with the requirements of the ISMS
- ✓ Reviewing procedures that enable prompt detection of, and response to, security incidents

**We're  
here to  
help...**

**The Ideas Distillery**







The Ideas Distillery



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