

How we improved our tendering successes and increased sales

Implemented

ISO 14001, OHSAS 18001
and ISO 9001



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Background

EcoSan is a family-run business based in Ashford, Kent, offering eco-friendly washroom solutions to businesses across all sectors. Eco-friendliness flows through everything we do.

We use recycling facilities wherever possible, diverting 98% of all sanitary and nappy waste from landfill. By offering eco-friendly products and using local suppliers, we save costs for all our customers whilst helping them cut their carbon footprint. EcoSan meets or exceeds all washroom regulations and legal/environmental requirements.

Our award-winning quality standards, unrivalled service and pioneering hygiene technology put us at the front of our field.

EcoSan now also offers dust mats made from recycled fishing net and car tyres.

Requirement

To implement ISO 9001 and ISO 14001 in order to enable the company to

- Secure new blue chip clients
- Improve internal communications and standards,
- Reduce waste and reduce risk.

Objectives

Reduction of Waste

Continually improve reduction of waste generated by the company.

To reduce a key waste stream, resourcing and cost reduction.

To completely eliminate key waste stream (plastic bottles) by using alternative products.

- Target cost saving £10,000 during twelve month period
- Target completed End July 2013 Status
- Changed to impregnated liners in all sanitary bins.

Supply of safety mats for clients

Enhance service delivery for clients via supply of Health & Safety mats. Prepare costing and evaluation then implementation.

Implementation if feasible First Qtr 2014 Status

Started offering Health and safety mats, all clients seem to be really happy with them.

Outcomes

Benefits

EcoSan has reaped the benefits, by implementation of the standards, including:

Better document control and internal organization

Higher success rate on contract tenders

Immediate enrolment into SSIP certification, which has allowed us to be recognized by bigger companies for procurement.

Staff are working more efficiently, thus saving time and money

The risks have been reduced within the business

Carbon footprint has been reduced

Reduce insurance premiums

Increased client base by 20% in first year