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**ISO -
The pleasure
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ISO - THE PLEASURE AND PAIN OF MAINTAINING STANDARDS

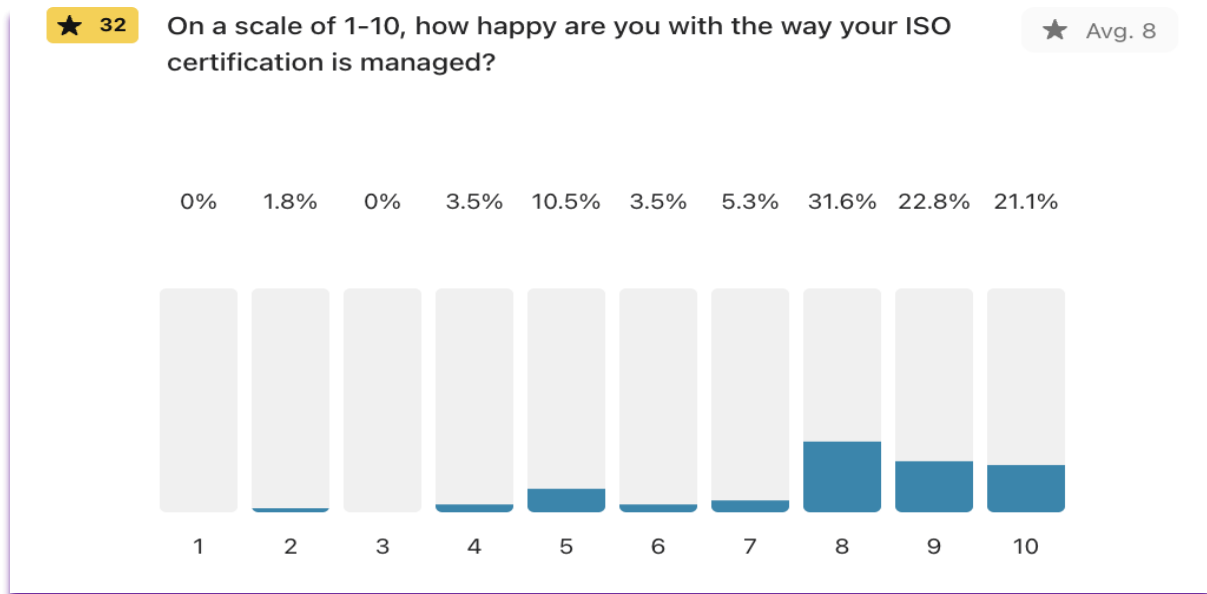
**By Status Management Services Ltd
- The UK ISO Standards Survey
Summer 2024**

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PRIMARY FINDING

It is clear that most businesses feel that their ISO systems and certification is being managed satisfactorily, with over 76% of respondents awarding a score of 8 or above for the way in which their systems are managed.

Naturally there is variation in the results found, some companies are very happy with the way in which their systems are run, other companies are less so, but on average the level of satisfaction regarding systems management is very high.

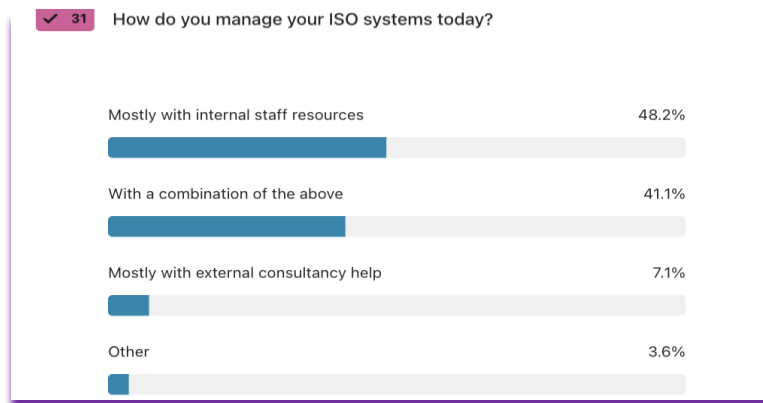


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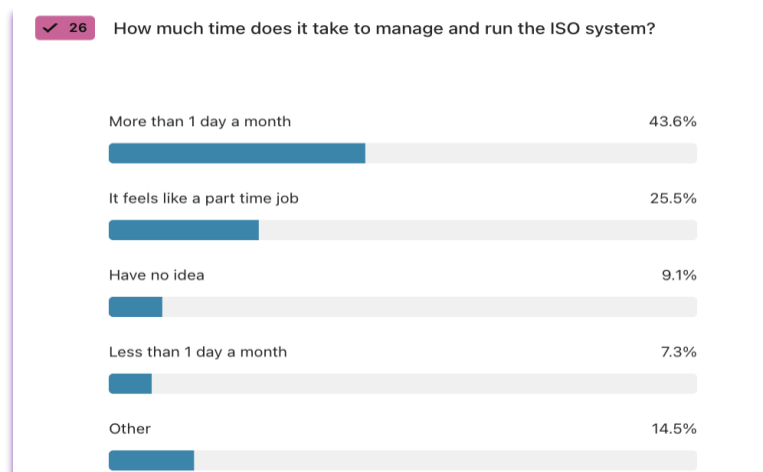
THE DETAIL

Looking more deeply into the resources that are applied to managing the system it would seem there is a broadly even split between those that managed the systems entirely with internal resources [48.2%] and those that manage the system with a combination of internal and external resources [41.1%].

As might be expected, a very small number, just 7% respondents reported that they manage the whole system relying entirely on external resources. This is believed to make sense, as it is probably prohibitively expensive to have an external party managing activities like training records, calibration records, document updates and the detailed minutiae necessary to maintain the implemented systems.



Obviously, once registered, maintaining and developing your ISO systems is not without commitment, time and money. So, it also made sense to look at how much time companies were typically applying to the management of their systems. The majority of companies reporting that it takes more than a day a month, or indeed that it feels like a part time job!



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When asked “What was the hardest part of maintaining your ISO systems?” the following responses were received.

- 62.5% said the time taken to administrate it.
- 55.4% said keeping the documentation up to date.
- 50% said ensuring the system matches how the business works.
- 46% said getting consistency across departments.
- 44.6% said getting staff buy in and support.

However, one of the more interesting findings was that those companies that reported spending more than a day per month managing their systems are also much more likely to report that they win more business as a result of the certification.

The analysis reveals that those companies that are committed to obtaining the benefits of ISO tend to put the time and effort into it and therefore, unsurprisingly, reap the benefits.

Those that gain registration simply for the sake of having ISO are possibly less committed and therefore view the act of maintaining registration a chore and are therefore less likely to gain real benefit from registration, or indeed, win more business because of it.

So, there is perhaps a note of caution for those companies that don't yet have registration, or indeed, some questions to consider, should you already have registration but are not perhaps seeing the benefits. It is probably useful to ask:

- What are your real reasons for wanting registration?
- Do you have the right attitude towards registration?

So, while it is often said “you get what you measure”, when it comes to ISO registration, it seems you may also get “what you commit to”.

THE SURVEY BACKGROUND

The survey, and the associated analysis, was undertaken and validated by [Dr Edward Nugent](#) and [Kajsa Nordström](#) of [Digital Scorecard](#) to ensure an unbiased and independent view.

The analysis is based on a survey of UK SME's and businesses and was undertaken over the spring and summer of 2024. All data was anonymised as part of the research. The results from the study are not meant to represent all UK SMEs but due to the sample size it is believed to provide a realistic picture of UK SMEs and their thoughts about ISO registration.

To learn more about the survey and to access other papers please go to:

<https://www.isoconsultantsuk.co.uk/ISO-survey-2024>.

ABOUT STATIUS

Our mission is to help ambitious owners and managers become great leaders. We want to help them, and their people, deliver:

- Better strategies
- Better systems (the ISO bit)
- Better measurement (the KPI bit)
- Engaged people delivering
- Better results... the interesting bit

Our team of consultants have experience in implementing, supporting and developing a variety of ISO standards across multiple sectors. All consultants will have gained "hands on" operational experience in a variety of fields before becoming consultants, including engineering, manufacturing, retail, warehousing, and logistics, to name just a few.

The consultants hold a selection of qualifications including degrees and master's degrees, the NEBOSH General Certificate, the Institute of Leadership and Management Award, the NEBOSH Fire Safety, the EOR/202N Work Safely in an Engineering Environment – Basic Lift Safety Certificate, IOSH, Neuro Linguistic Programming (NLP), DSE Assessor, and (of course) specific ISO auditor qualifications.

The company is itself registered to ISO 9001, 14001, and 45001 by [ForeFront Certification](#) a [UKAS](#) approved certification body. The company also hold [Investors In People](#) Accreditation and is a member of the [British Quality Foundation](#) and [The Good Business Charter](#).

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Checkout www.statius.co.uk for more details.

Papers from this study

1. ISO - Why companies register
2. ISO - The benefits
3. ISO - The impact on sales and contracts
4. ISO - The pleasure and **PAIN** of maintaining standards
5. ISO - Preparation for assessment and the value of audits