



Prospero' a local Building Facilities and Maintenance Company has recently been awarded the ISO 9001:2000 certificate for quality assurance. This international certification lets all Prospero's existing clients and prospective clients know that the company is dedicated to delivering service that meets their expectations and has the management structures in place to ensure that this high quality of service is continually maintained.

The successful award of the certificate is the result of both an external audit of Prospero's quality management systems and the immediate implementation of its results.

Prospero is now able to use the ISO 9001:2000 logo on all its stationery, vehicles and web site. This logo is worldwide confirmation that 'Prospero' is committed to the continual improvement of its services for the benefit of its customers.

However, the ISO 9001:2000 certification is more than just a one-off award. It is dependent on the company's quality management systems being reviewed every quarter internally as well as being externally audited on a twice yearly basis. The review and audit process is an essential element of the certification which ensures that 'Prospero' continually looks to improve its delivery and performance.

Peter Appleton, Business Development Director of ISO Quality Services Ltd, the company that carried out the certification process says "We are delighted to be involved with 'Prospero' and have been able to advise the company on how it can best structure its systems to deliver quality services. This ultimately benefits the customer as well as the business itself."

James Pettigrew, 'Prospero's' Managing Director says, "We are fully committed to both offering and maintaining a high standard of service to our clients. This commitment has been further confirmed by achieving the standard and its rigorous enforcement both internally and externally will ensure it is maintained. All the team at 'Prospero' have worked really hard to achieve this certification, which emphasises how important quality is to the individual as well as the company."

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