

Cloud Heroes Says, “ISO9001 Certification Is Easier Than You Think With The Right Support”.

Tuesday 23 August, 2016

The Wiltshire-based IT company, [Cloud Heroes](#), recently achieved [ISO9001](#) recertification with LRQA, thanks to the support of [NDC Global Auditors](#).

ISO9001 is the world's most widely recognised quality management standard. It allows organisations to manage performance across all operations, with a focus on delivering products and services that meet the needs and expectations of their customers and stakeholders.

Cloud Heroes opted to pursue ISO9001 certification in 2015 to demonstrate their customer and stakeholder focus. Director, Andy Grant, said, “IT is a competitive marketplace. Our business performance and customer experience needs to exceed expectations.”

On recommendation from another business, Cloud Heroes contacted NDC Global Auditors for a gap analysis - to help them predict and plan for certification. Mr Grant said, “The scale of the specification daunted us and we were concerned that we would have to change the way we operate. That wasn't the case. NDC took their time to understand our business needs and existing practices.

Going through the process of accreditation showed us that we were already delivering beyond our customers' expectations. For us, the greatest impact has been increasing our efficiency in areas that we hadn't considered.”

That was a year ago. Since then, NDC Global Auditors have helped Cloud Heroes to embed their new working practices by conducting three-monthly reviews. The partnership is ongoing, with NDC supporting regular internal audits. Mr Grant said, “NDC haven't just provided support, they have become part of our business, supporting and sharing our goals.”

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