

CTS group gains ISO Certification

CTS Group is delighted to announce its recent achievement in obtaining the ISO 9001:2015 Quality Management from Management Systems Certification (MSC) Ltd.

The ISO 9001 certification sets out the requirements for a quality management system framework for consistent performance, reliable service and long-term continuous improvement to help businesses and organisations be more efficient and to increase overall customer satisfaction. The certification promotes the development of continual improvement and best practices within CTS Group.

Said CTS Group's Managing Director, Niall Cullinane: "We're extremely happy with the ISO 9001:2015 certification for CTS, which further supports our commitment to providing clients with an unrivalled service by constantly reviewing the systems, policies and procedures we have in place. The certification reflects our unrelenting commitment to improving the quality of our service and to adapting to the growing needs of customers. Our customer centric approach to business is key to our success and to ensuring that CTS continues to meet and exceed customer needs and expectations through ongoing feedback and suggestions for improvement."

According to Leonard O'Shea, CTS Group Engineering Manager "the ISO 9001 certification will not only help CTS Group to review current processes to ensure they are aligned with the business strategy to improve performance and efficiency, but will also drive real value by making sure CTS Group works as a team for the benefit of customers and the organisation as a whole."

Among some of the key benefits and advantages of the ISO 9001 for the construction industry are:

- * Build quality, methodology and adherence to legislation to ensure a standard of service and product delivery
- * Improvement in the supply chain management and purchasing process to reduce costs and increase profit margins for builders
- * Better planning and proper management of stakeholders, clients and third parties
- * Continuous evaluation of subcontractors and monitoring of suppliers to ensure control is effectively managed
- * More detailed procedures and processes with clear responsibilities, inputs and outputs
- * Structured approach to risk management to ensure risks are identified and can be reduced or eliminated
- * Involvement of all employees in the quality management system to ensure processes and procedures are continuously measured and evaluated