



CLIENT CASE STUDY



NSI GUARDING GOLD ACCREDITATION

OVERVIEW

For one of our high profile clients with over 10 years experience in the security industry, we have worked with them to achieve the highly sought after NSI Guarding Gold accreditation.



It was a pleasure to work alongside you and to be able to call upon your expertise when it was needed. I am looking forward to next years assessment knowing that with your in-depth knowledge of the approved contractor scheme we can tick all the boxes.

Managing Director
Security Company



THE ISSUE & OUR APPROACH

Despite working with other consultants, our client was keen to expand their portfolio of accreditations. By achieving the NSI Guarding Gold accreditation, our client was in a strong position when applying for tenders or insurance company work. Quartz were selected by the client as they needed a higher level of expertise that what they had inhouse.

In the initial stages of our work, we spent a considerable amount of time with the client in order to fully understand their company and operations. It was important for us to understand where the company was in the marketplace and how they positioned themselves.

We spent time with individuals from each department, identifying their roles and responsibilities and how they worked on a daily basis.

We completed a gap analysis of their administrative and operational activities. This included a full review and audit of their Quality Management System which identified areas for development to ensure they were fully compliant with the respective British Standards. We also made sure that the client met the stringent and high standards set by the NSI codes of practice.



**QUARTZ
CONSULTANCY**

QUALITY ASSURANCE & TRAINING



SOLUTION

By truly understanding the client and their business, Quartz could offer an effective solution that made the client more efficient and produced numerous cost and resource savings.

We made various amendments to the Quality Management System that was already in situ. This included the updating of procedures and the introduction of new working practices. These were supported by new documentation and administrative and operational tools for the client to use.

We also helped to streamline the business and reduce any duplicated work through a detailed audit of the clients' administrative processes.

Training sessions on core subjects were arranged with key members of staff to inform them of recent changes to legislation and industry codes of practice.

Finally, a schedule was introduced that defined very clearly, the roles and responsibilities of individuals. The tasks assigned to individual roles were timebound and reviewed on a regular basis to ensure they were completed.

RESULTS

Through our support, our client received the NSI Guarding Gold accreditation.

As we now work with the client on an ongoing, retainer basis this means that we can audit them on a regular basis to ensure that they meet the correct standards. The new accreditation means that they can now sell their services to new sectors.

Through using Quartz, our client is more efficient with admin and operational processes. We have helped to identify sources of duplication which has produced resource and cost savings. The client is now free to concentrate on delivering to their clients and identifying new opportunities. They have the piece of mind that Quartz will identify any areas of non-conformance at the earliest opportunity.



Lee is extremely professional and knowledgeable and we felt very confident at the assessment having him with us. We don't have any hesitation in using him for all of our future consultancy needs.

Managing Director
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