

Rubbermaid Commercial Products Llc

- *Since ISO 9000 registration sales have increased by 70%*
- *Customer complaints decrease at a yearly rate of 2 to 6%*
- *BSI's follow up audits are very helpful in ensuring continuous improvement and learning*
- *Having a long-term relationship with BSI is very helpful because the auditors have an in-depth knowledge of the company's business*

The Organisation

Rubbermaid Commercial Products Llc is a manufacturing division based in Cleveland, Tennessee with headquarters in Winchester, Virginia. The division employs around 300 people and produces commercial wet mops and dust mops. Its products are sold through a distribution network to suppliers and retailers.

The Issues

Seeking ISO 9000 registration was a corporate decision from the headquarters in 1995. Every division had to be certified.

The Benefits

Once certified, Rubbermaid Commercial Products experienced many benefits from the quality management system, and the documentation proved to be very helpful. Prior to registration knowledge used to be owned by experts, and this caused problems particularly when employees left the company. Once the documentation system had been established, knowledge of all processes was accessible by everyone. It is easily available for associates across the organisation to share practices and the organisation does not solely depend on experts anymore.

Work instructions are of tremendous help in ensuring consistency of workflow within a shift and when handing over from shift to shift.

The ISO 9000 quality management system helped improve day-to-day work. Employees are able to refer back to written procedures when seeking help or solving a problem. In the past, they had to do a seek help from another person.

BSI Case Study on the Benefits of ISO 9000 Registration

In order to ensure high customer satisfaction Rubbermaid Commercial Products has a policy that if a customer needs a replacement, then the product is replaced without asking questions. ISO 9000 supported developing an approach for investigating reasons of product failures. This resulted in better product quality, and it is believed that this improvement supported an increase in the company's market share.

Since ISO 9000 registration, sales have increased by 70% and customer complaints decrease at a yearly rate of 2 to 6%.

Staff are very supportive because ISO 9000 has had a positive effect on the business, as demonstrated by improved productivity and more effective operations. During the preparation for registration, every employee was interviewed and processes were written down, helping to improve processes immediately, and introduce a culture of continuous improvement. The system also ensures consistency and tracks improvements to processes by documenting any suggestions or alterations made by employees.

Employee training has improved and new employees are able to refer back to written procedures when needed.

The ISO 9000 quality management system is used as a management information system and also to communicate to staff.

Requirements for product testing proved to be very helpful and prevented problems, ensuring Rubbermaid Commercial Products is better prepared to meet customers' needs.

BSI's Role

BSI supported the initial registration process indirectly by being a registration body for the whole organisation. The division in Cleveland, Tennessee was mostly supported internally by associates from other divisions who were already certified.

Since becoming registered, Rubbermaid Commercial Products has worked with the same Client Managers from BSI, and this long-term relationship has enabled the auditors to acquire an in-depth knowledge of the company's business.

BSI's follow up audits are particularly helpful in ensuring continuous improvement and learning. They also help maintain a high standard of the quality management system and identify any areas for improvement.

About the System

Rubbermaid Commercial Products is in the process of building a paperless system. At present, half of the documentation is online, providing improved access.

The ISO 9000 quality management system is used as a communication tool throughout the organisation.