



Case Study

Jost UK

Our Brief

Jost UK had an upcoming audit less than 4 months away that was likely to highlight numerous non-conformances.

There were two main objectives. The first was to identify any potential non-conformances in order to understand the extent of the work required to pass the upcoming audit. The next was to carry out the corrective actions required to pass the official audit.

Approach & Solutions

- Explored the management team's perspective on where there may be areas of weakness at audit
- The absence a dedicated Quality Manager on site meant some interim support would be required to carry out the work
- We agreed to send in on of Optima's accredited Lead Auditors to objectively review the current position against the required standard
- After completing the audit we used the corrective actions suggested by our Lead Auditor to build a schedule of work, which would be completed on an interim basis by one of Optima's consultants
- The work was completed with minimal supervision and disruption to BAU
- Once the schedule of work was complete, the same Lead Auditor who started the process came back in to re-audit the systems to ensure compliance to the standard

Our Results

- Jost UK passed the audit with 0 non-conformances, meaning it could continue to supply its main customers without a break in service
- The corrective and preventative actions embedded by Optima were used as a blueprint to build a new Quality Management System from