



QSS is a UKAS accredited certification body that offers professional certification and auditing services to a broad range of Quality Standards relevant to companies operating in the removals and storage industry.

Surrey Hills and Manns achieve BS EN 12522



Managing Director Nick Caporn talks to R&S about the benefits of the BS EN 12522 certification for his companies.

BAR Member Surrey Hills, and the long established business it acquired in 2010, Manns Removals, have both been awarded the BS EN 12522 European standard for general household removals, following their certification by QSS.

At the beginning of 2014 Nick decided that he wanted the companies to gain this standard during the year. "Our feeling is that being certified for BS EN 12522 is a complement to our compliance with the BAR membership criteria and standards," Nick explains. "Preparing for the standard has made us scrutinise all our processes and put a fully documented system that ensures we deliver the same quality of work time and time again. Ultimately it has provided the complete A to Z for running our business, from the initial phone call through to the successful completion of the move."

Achieving BS EN 12522 compliance does require some time and effort. "If you are going to go for it, you have to take it seriously," Nick says. "It's not a part-time commitment." Although the removals part of the business was generally already compliant, obtaining electrical certificates, fire risk assessments and the like for various buildings proved more time-consuming. Understandably, the preparations process also took a back seat during what turned out to be a very busy summer for Surrey Hills and Manns in 2014. Nick decided to enlist the specialist help of independent standards consultant Peter Thomas to prepare for the demanding standard inspection for both



➔ Nick Caporn, Surrey Hills' Owner and Managing Director with a Surrey Hills' removal lorry

companies. "Peter has supported many BAR Members over the years and he went through the company's procedures and processes with a fine tooth comb," according to Nick.

Improving internal processes

Conveniently, the inspection for the standard was carried out at the same time as the BAR annual audit, which was a great time saver for the companies. "The QSS inspector picked out random files to see that the paperwork was in order and compliant, and checked the vehicles, the premises, the warehouses and the training records for the staff," Nick says. "It took a whole day and was a very thorough process. The process will be repeated every year in an annual audit."

Nick is now confident that BS EN 12522 will help set

apart his companies from their competitors in the marketplace. Certification will have pride of place in their marketing literature, alongside the BAR logo.

Regardless of any increase in business that results, the exercise has already been very valuable in terms of tightening up procedures at all levels of the company. "The end result is exactly what we wanted. We have examined all our processes, and we have improved them. The process has helped us be confident that all our staff are fully aware of what is expected of them and that we can provide excellent customer service."

Now that the heavy lifting has been done in terms of putting in standards-compliant procedures, Nick will also look into the benefits of applying for the sister standard covering storage – BS EN 14873.

Surrey Hills Removals T: 01483 273041 W: www.surreyhillsremovals.co.uk

Manns Removals T: 01483 279845 W: www.mannsremovals.co.uk



QSS certification for ATNs and subsidiaries

Historically, QSS has issued quality standard certifications only for single company names i.e. for the specific organisation that has been audited.

However, it is recognised that many companies have acquired other businesses over the years and now operate them simply as a brand or additional trading name (ATN), whilst utilising exactly the same resources as the main parent company. In such cases, QSS is now able to provide

'ATN certifications': supplementary certificates can be provided in the name of a brand or subsidiary or trading name at the modest annual cost of £90.

These will only be provided where the auditor has checked and is satisfied that the ATN is operating with the very same resources and systems as the parent company, or if there is any difference, it is not material and it has no effect on the service provided to customers.

**To apply for an ATN/subsidiary company certification, please contact
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