

Case study

Atlas Copco Specialty Rental Division is the first rental worldwide company to be awarded **“triple certification”** - three internationally recognised certificates



Atlas Copco



Atlas Copco increased their competitive advantage and customer confidence by attaining a triple certification for their Quality (ISO 9001), Environmental (ISO 14001) and Health and Safety (OSHAS 18001) Management Systems.

Triple certification at Atlas Copco

Businesses relying on oil-free compressed air for their manufacturing processes cannot compromise on the level of air purity, because any contamination could jeopardise the quality or safety of the product. Therefore, triple certification has a fundamental place in supporting the Specialty Rental Division's mission to become the market leader worldwide in oil-free, high pressure and compressed air applications rental, because it demonstrates a commitment to quality in every facet of the business.

ISO 9001

As part of the triple certification, the ISO 9001 QMS was also adopted by the division to help improve internal processes and to demonstrate commitment to quality throughout the business.

ISO 14001

One of Atlas Copco's most significant environmental goals is to implement an EMS in all operations to help minimise environmental impacts. In 2007, 44% of Atlas Copco's employees worked in an EMS environment, with the objective to eventually reach 100%. Compliance with ISO 14001 helps the company to achieve this target and ensure that its environmental performance is managed and improved over time. The Group also works constantly to improve the efficient use of resources in the manufacturing process, and has achieved significant reductions in both energy and water use in recent years. As one of the first accredited certification bodies, LRQA is a market leader in the provision of ISO 14001 certification - over half of the

world's top 200 companies choose LRQA for their Business Assurance needs.

OSHAS 18001

Atlas Copco aims to offer a safe and healthy working environment in all its operations and OHSAS 18001 OMS certification provides a robust mechanism to ensure this happens. The Group has a target to reduce the number of accidents to zero and to take actions when appropriate. The OHSAS 18001 standard helps demonstrate diligence and promotes existing OHS within the Group.

Why LRQA

LRQA's unique Business Assurance approach is designed to help businesses ensure that their management systems can demonstrate continual improvement, instilling confidence and building trust with their stakeholders. Atlas Copco is a company that has been built on the quality of its products and services, and its people. It is logical therefore for Atlas Copco to work with LRQA not just because of the long-standing relationship between the companies, but also because of LRQA's international reputation for impartial, objective assessment, verification, certification and training services.

“...the LRQA assessors were able to offer invaluable help and advice to ensure that we achieved our goals.”

Horst Wasel, President of the Specialty Rental Division of the Group

About Atlas Copco

Atlas Copco was formed in 1873 and is a provider of 100% oil-free and high-pressure compressed air. The company's products range from compressed air and gas equipment through to generators, construction and mining equipment, industrial tools and assembly systems. Services include pressure testing and offshore oil and gas pipeline cleaning, with the rental division established in 2006.

The numbers

With headquarters in Stockholm, the company now employs 33,000 people, delivering products and services globally to more than 160 markets.

The Group has 68 production facilities in 20 countries.

Website

www.specialty-rental.com
www.atlascopco.com

Standards achieved

ISO 9001 - Quality Management System (QMS)

ISO 14001 - Environmental Management System (EMS)

OHSAS 18001 - Health and Safety Management System (OHS)

Results so far

Atlas Copco's triple certification means that the company is now the only rental company of its kind to have all three standards, resulting in increased customer confidence in both the business and the products they hire. Other key benefits include commercial advantage as key players in the oil and gas supply industry demand certified quality of the company's major processes, covered by

have been implemented to assist with improved alignment between the numerous divisions within Atlas Copco. Horst Wasel, President of the Specialty Rental Division of the Group, explained: "Even at this stage, following the certification, LRQA is working with us to confirm and identify how these systems are working. That is part of the overall package they are providing us with and this helps us to maximise these systems and ensure that we are managing

"Our customers' demands on quality, environmental and safety processes are high and rightly so. Our long-term partnership with LRQA has helped us meet these demands by ensuring our management systems make a real difference for the business, staff and customers."

Working with LRQA

Atlas Copco has developed a close working relationship with LRQA stretching back to the 1980s. This has expanded to include quality, environmental and health and safety management in every part of the business. Throughout their relationship, LRQA has worked with Atlas Copco to assist and advise them through the management system certification process.

Horst Wasel, President of the Specialty Rental Division of the Group, explained: "Prior to the achievement of triple certification we already had excellent knowledge of LRQA and had worked with them for several years. When the new rental division was created, business alignment with Atlas Copco's other areas became increasingly important. As such we approached LRQA with regard to a multi-site certification scheme to ensure compliance of all operations with internal and international standards."



the standards. Since the triple certification, Atlas Copco has sealed several major deals ahead of competitors and the company believes that LRQA certification has been a significant factor in this success. The LRQA certification has been crucial in supporting the division's mission to become market leader worldwide, by helping to create business systems that improve environmental performance and enhance relationships with stakeholders, providing transparency and accountability.

Atlas Copco's success has been achieved by having clear management systems in place to increase efficiency. These systems

them in the correct way. We receive recommendations from them to ensure we are on the right track and we then act on these and implement them into our various systems and processes.

"Additionally, over the next few months and years we will continue to see the added benefit of the certification as systems adapt and refine to enhance the Specialty Rental Division."

"As part of the standard assessment routine we received regular visits from LRQA and with extensive knowledge of our business, the LRQA assessors were able to offer invaluable help and advice to ensure that we achieved our goals."

"It is the preparedness of LRQA to adapt its organisation to provide solutions in a world with changing needs towards certification that has contributed to our continued preference of LRQA."

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