



Established in 1969, Abbey & Lyndon Builders Limited provide construction services across the West Midlands, Worcestershire and Warwickshire.



Their services cover all forms of building work including property maintenance, installation and construction from extensions to full new builds.

Abbey & Lyndon work with both residential and commercial clients including local authorities such as Worcester City Council and Redditch Borough Council.

We asked Abbey & Lyndon what they thought of the experience?

It was easy to implement ISO 9001 through QMS, especially with the guidance and assistance of the QMS Consultant. During the visit she took time to establish an understanding of our existing processes, adapting these to meet the requirements of the Standard. She made sure that we fully understood what was required to obtain Certification and provided guidance on our future responsibilities to maintain compliance with the Standard. Overall, our Consultant was thorough and helpful.

Why did they choose ISO 9001?

Attracting more clients is a key goal for us and we knew that the prestige brought about from obtaining this world-recognised Standard would draw potential customers to us, especially considering our existing SMAS and SafeContractor accreditations.

As an additional bonus, the focus on meeting customer needs provided by the ISO 9001 framework helps us to keep these new customers satisfied while improving our relationship with existing clients.

The Standard ensures that our work is of the highest quality and that we are constantly striving to do better.

What system changes have had a positive impact on their organisation?

Of all the changes and processes brought in to our organisation by the ISO 9001 framework, we were most impressed by the focus on reviewing progress. ISO Standards place great importance on continual improvement and reviewing progress is part of this.

By reviewing any non-conformities that have been spotted, and by looking at trends within the organisation, areas for improvement are easier to spot allowing us to stay ahead of the competition.

We asked Anni Rizvi, the QMS Consultant who visited Abbey & Lyndon, what she thought?

Abbey & Lyndon were a delight to work with. Their whole team were involved with the assessment and they were definitely eager to learn about their Management System. Enthusiasm like this always reflects well on how much a business will get out of their certification.

If you are interested in the services of QMS International, please get in touch: