



# Certification Defines Capability

**Client:** International Health and Environmental Services organization with Corporate ISO9001 certification attained through Prism. They are dedicated to improving agriculture, health, and education in villages, communities, and countries. This organization is known internationally for their ability to respond quickly to demands and outbreaks across Africa, Asia, Europe, Eurasia, Latin America and the Middle East.

**Business Need:** Company initiated a project in Kenya, East Africa for people living in an HIV/AIDS community. The objective, with Prism assistance, was to integrate ISO 9001 principles into the management of the project and the supply chain that it supports. Processes and documentation to be shared with the Government of Kenya so each process can be adapted where appropriate. Build Operate, Transfer (BOT) model to be completed.

**Challenges:** Impoverished, Third World country with life threatening illnesses throughout the community. Living and work conditions were very meager, sparse and difficult. Language and other intellectual barriers challenged the BOT model.

**Value Proposition:** The knowledge, communication skills and ISO 9001 training experience of the Prism consultant was invaluable to the success of the project. The consultant was able to transfer skills and knowledge to Kenyan participants.

An internal analysis of the project was conducted to identify and understand existing processes and procedures. All of the current Kenya systems were examined to identify differences between current implementation practices and ISO 9001 implementation requirements.

**Results:** Following a two-week on site Kenya work session three deliverables were completed within two weeks of site visit.

- Gap Analysis between current practices and ISO 9001 implementation requirements.
- A written Project Plan that outlined the process of aligning Kenya implementation practices to ISO 9001 principles.
- A “Quality Policy” for the project with defined Quality Objectives.

Customer deemed the project a “complete and total success” with the community now compliant with ISO9001 implementation practices and ongoing defined quality objectives.