cognidox

RANPLAN WIRELESS: ISO COMPLIANCE IN JUST OVER 90 DAYS

THE CHALLENGE/SITUATION

"We needed to to be ISO compliant quickly."

Ranplan Wireless is a UK-based, wireless technology company that has developed leading software tools for indoor, outdoor and hybrid indoor/outdoor wireless network planning, design and optimisation.

A few years ago, Ranplan was a growing company with an attractive new solution when a large potential customer approached them. Not unusually, one of the requirements that customer had was that the suppliers they work with are ISO 9001 compliant. They wanted to be assured that Ranplan had consistent, repeatable, followed processes for software releases and support.

At the time, Ranplan was not ISO 9001 compliant - in fact, they hadn't event started down that path. Their existing processes were "informal but followed." But they lacked rigour and sustainability.

In order to meet the requirements of the customer, they needed to be compliant quickly, the faster the better.
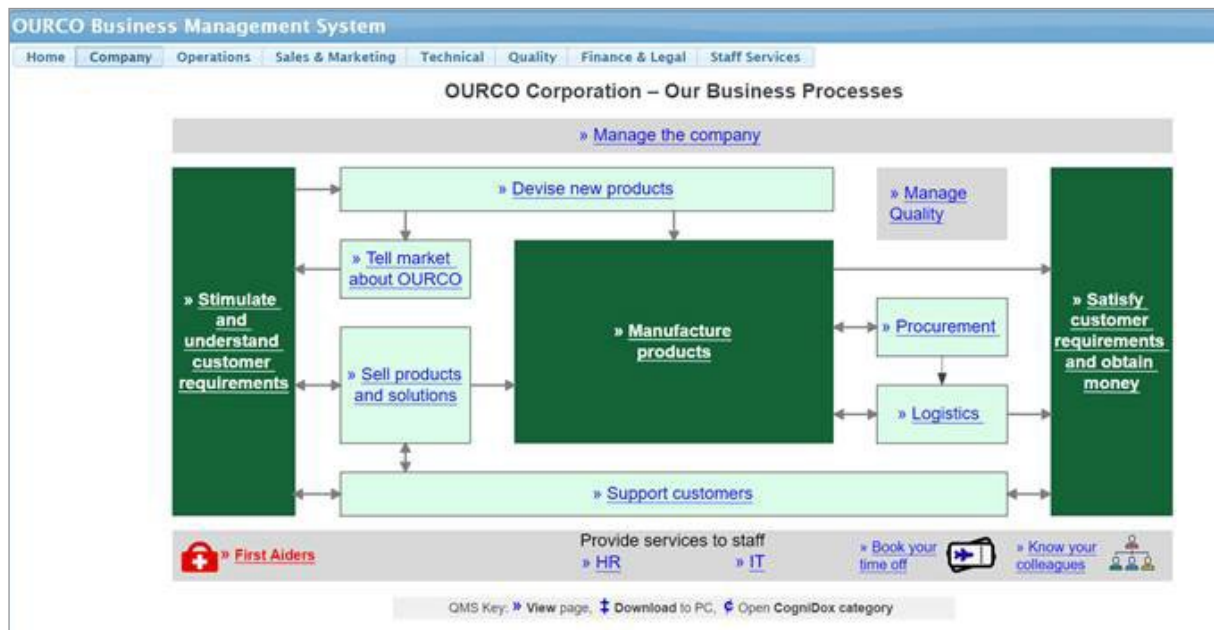
HOW DID COGNIDOX HELP?

Ranplan engaged a Cambridge, UK-based quality consultancy, Primilis, to help them put in place the necessary structures to meet ISO compliance. They gave Primilis carte blanche when it came to the approach they should take and any solutions they should use to assist.

Primilis consultants (Tom Gaskill and Mike Ellis) sat down with Ranplan executives on the first of September to identify the key processes they needed to map out and the records and documents they needed to gather to prove those processes were being followed.

At that time, Primilis recommended Cognidox as the central solution for organising, managing and controlling the flow of processes and the supporting documents in order to prove compliance.

"Cognidox was an incredibly intuitive tool which was easy to use, scalable and quick to set up".
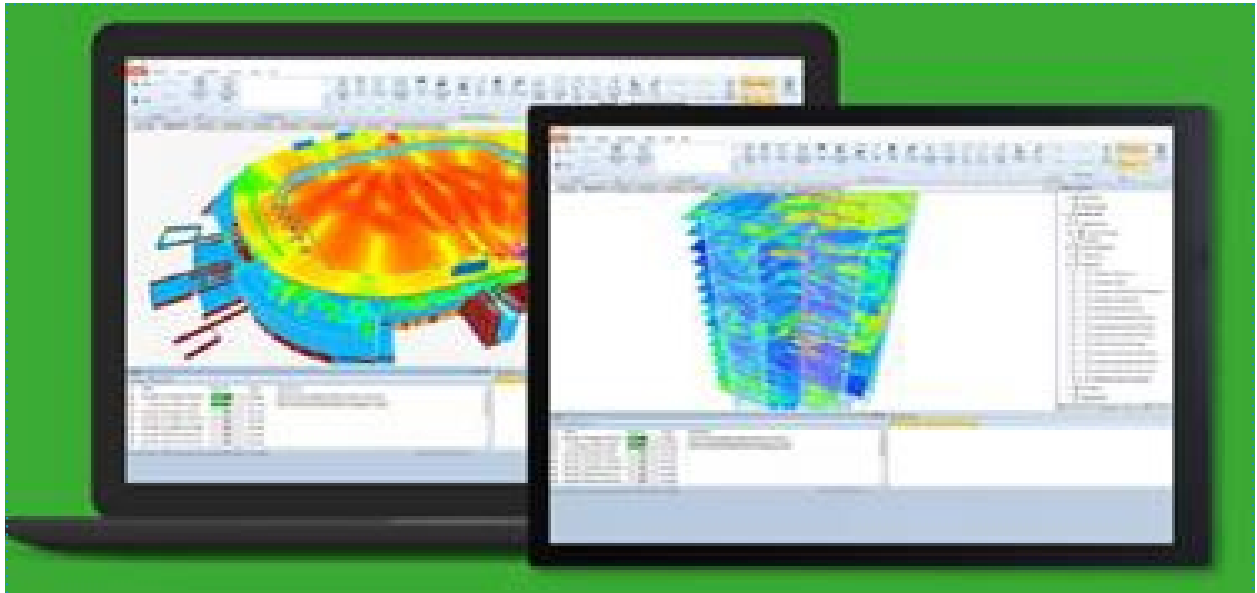
Mike Ellis

Primilis employed Cognidox's graphical user interface for business management, which allows for transparent, easy to follow process design and control. They set up the key, high-level business processes in Cognidox within the first 2 days. From that they were able to strategically and systematically establish the rest of the processes that Ranplan followed when delivering products and running their business.

"With the Cognidox BMS you can map a complicated process in a half a day, a simple process in an hour".

Mike Ellis

In addition to getting Ranplan ready for ISO 9001 compliance, the Cognidox structure helped employees visualise the company's end-to-end processes, allowing them to spot inefficiencies and areas for improvement across the business.

According to Ellis, by employing Cognidox's graphical BMS, Primilis was able to "streamline their processes, making them more efficient, traceable and repeatable."

IMPLEMENTATION AND BENEFITS

From a standing start on 1 September, Ranplan was able to put everything in place in order to pass an external audit in the first week of December. They were officially granted ISO 9001 on 18 December, passing with no corrective actions and no non-conformance.

An ISO inspector later commented that the Cognidox solution was the best they had ever seen.

Ranplan has been using the Cognidox DMS for control and management of documents and processes ever since. They have since grown significantly and continue to pass external audits with flying colours.

COMPANY INFORMATION

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