

Client Case Studies



5 Munster Regional Communications Centre - Implementation of ISO 9001



The Context

- The Munster Regional Communications Centre (MRCC) is part of a national network of fire service mobilisation and communications centres. Handling over 26,000 emergency calls per year, the MRCC provides emergency call-taking and mobilisation services for 7 Local Authority Fire Services in the Munster Region and for Limerick Marine Search and Rescue.
- MRCC's top management decided to implement a recognised internal system for quality to address a variety of needs, including more formalised control of their operational activities to ensure consistency and transparency and proof of quality of their service and performance to external stakeholders.
- ISO 9001, the international standard for quality management systems (QMS), was chosen by MRCC as the most appropriate standard to address these needs.

The Challenge

- The Munster Regional Communications Centre (MRCC) needed assistance and guidance with implementing and embedding ISO 9001 across the organisation.
- The organisation is highly complex, involving many different stakeholders, and handles over 26,000 emergency calls per year.
- The organisation needed a quality management system that could be easily integrated into its emergency response and mobilization services.

The Idea

- Antaris Consulting levered its experience of implementing ISO 9001 across organisations in both the private and public sector.
- Our senior consultants proposed to undertake a gap analysis to see how the existing MRCC system performed against the requirements of ISO 9001.
- Our senior trainers proposed to develop customised training programmes for relevant MRCC personnel. The intention of the training programmes was to enhance the organisation's understanding of ISO 9001. This would enable the organisation to maintain the system internally and to empower the MRCC team to continually improve their quality management system.

The Execution

- Antaris worked closely with the top management of MRCC and their project team throughout the project providing practical support and advice.
- We analysed the existing systems in the MRCC and identified the gaps against the requirements of ISO 9001. Under our guidance, MRCC developed a Quality Policy and defined the strategic direction and goals of the new management programme.
- We also developed and delivered QMS awareness training for all staff, enabling their buy-in and participation throughout the project.
- All the mandatory ISO 9001 documentation was generated, and the already existing system elements were integrated into the new QMS.
- We trained MRCC's internal QMS audit team allowing them to carry on the continual improvement of the system and supported the development of their main processes and a formal Quality Manual.

The Results

- The MRCC system was awarded certification to ISO 9001 by the National Standards Authority of Ireland.
- Our work has helped MRCC to continually improve their performance in managing emergency fire response and to demonstrate the quality of its service to customers and other stakeholders.
- The project has been particularly important for the organisation in giving credibility to their internal systems.
- The MRCC's quality management project was nominated for the European UDITE award for performance improvement (UDITE is a professional networking organisation for local government chief executives across Europe).
- Following an intensive national and European audit process the project finally finished in the top four UDITE European projects.
- The project was also presented at the LGMSB's Excellence in Public Service conference in Dublin.

Thank you.

We look forward to hearing from you.

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