

# Case Study

## Supply Chain Compliance

### Introduction

Our South Wales based client is an established Personal Protective Equipment (PPE) Supplier who has been trading for over 10 years. They supply PPE, workwear and janitorial goods throughout the UK to clients across a multitude of sectors. Their full supply chain is vast and complex.

### Our Brief

Initially, Conformity Plus were approached to support our client in fully understanding their supply chain and to ensure full compliance throughout to satisfy legal and ethical obligations. Our client wanted to identify any risks that potentially existed within their supply chain and, where necessary, introduce measures and corrective actions to fully mitigate their business risks.

### Our Solution

Conformity Plus carried out detailed due diligence audits on all current suppliers and a number of non-conformities were identified, which could have had a significant negative impact on our client's business had they not been found. Following the completion of these audits, a full report was submitted outlining findings and recommendations. A full de-brief meeting was then undertaken and a full rectification plan put in place with agreed dates to complete by. Conformity Plus then worked directly with the client's suppliers to rectify any non-conformities, ensuring that the supply chain was fully compliant, legal and ethical. We have now put in place a structured process where any new suppliers are fully checked prior to engagement and current suppliers have regular audits, where detailed due diligence checks are undertaken and any non-conformities are resolved quickly and efficiently. This process is managed by Conformity Plus through one of our models that has been adapted as a bespoke package to fit in with the client's business needs.

Our client is now completely comfortable that their supply chain is fully compliant, legal and ethical and that there are processes in place to ensure that this continues. There is now significantly more transparency and a significant reduction in business risk.

### Additional Information

As a result of our successful service to the client, they have now engaged with Conformity Plus to put in place a Quality Management System focused on achieving accreditation to ISO9001 in the next six months. This underlines their ambition to significantly grow their business over the next three years and to put in place systems that provide market leading products, deliver maximum efficiencies and provide unparalleled customer service.

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