

Joining Together Under One Management System

Company

Volvo Dealer
Association

Industry

Automotive

Region

Sweden

Intertek Solutions

Management
systems auditing and
certification

When the project is complete, 66 dealers, with 140 showrooms and approximately 8,000 employees between them, will be certified to ISO 9001 and ISO 14001.

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www.intertek.com

Four years ago, a group of Volvo dealerships in Sweden decided to make a joint effort towards achieving third-party quality and environmental management systems certification.



In 1995, Volvo Trucks and Volvo Cars began to flow down quality and environmental requirements to their dealers. Over the next ten years, "this resulted in the dealers separately implementing their own solutions, mainly in the form of paper-based systems - folders," explains Gösta Pässe of the Volvo Dealer Association. "There was no cooperation between the dealers, and many of them simply did not introduce systems at all. In this 'jungle' of differentiated systems, there was no consensus on the system's desired efficiency or the 'corrective effect' of the program."

In 2006, the Volvo Dealer Association started to actively work towards gaining operational control of its dealerships. The first step was the development of *Verksys* - a common, web-based operational system covering quality, the environment, work environment, fire prevention, information security, and a range

of support processes. Then a reference group was formed, consisting of representatives from each of the dealers, with the aim of determining areas for improvement and sharing best practices. A number of framework agreements have been signed with external companies to provide support services (such as calibration and waste management) to the association. Finally, third-party certification has been carried out on a group basis, with Intertek as their single registrar.

Today, about 80% of the dealerships have successfully completed the audit and certification process. When the project is complete, 66 dealers - with 140 showrooms and approximately 8,000 employees between them - will be certified to ISO 9001 and ISO 14001.