

CASE STUDY YODEL



INTEGRATED MANAGEMENT SYSTEMS AUDITS FOR THE LOGISTICS AND TRANSPORTATION SECTOR

Company
Yodel

Region
United Kingdom

Intertek Solutions
Management systems
auditing and certification

'Intertek's reputation as a global leader for auditing and certification gives us the confidence that our processes are being audited to the highest standard.'

Andy Johnson,
Director of Health, Safety,
Environment & Quality, Yodel

Yodel is a UK independent parcel carrier, handling over 150 million parcels every year, and has a relationship with many of the UK's top retailers. With over 50 locations across the UK, including three central sorts and over 46 customer delivery depots, the company works with a variety of sectors, including fashion, leisure, health and beauty, home and garden, electrical, gifts, publishing and entertainment.



The challenge

The Logistics and Transportation sector is an extremely fast-paced environment in which hundreds of millions of items are moving through the system each year. To keep pace with industry developments and with customer requirements, it is essential for companies to ensure their management systems adhere to a best practice approach. First and foremost, this applies to the quality management system that provides a framework for all the processes that maintain the efficiency and safety of the increasingly complex logistics networks, including the welfare of employees. In an industry that is determined to become as sustainable as possible, it also applies to the environmental management system that a company has in place.

Yodel's longstanding commitment to market leading quality management is a linchpin of the company's focus on ensuring the best experience for customers. This is borne out by the 'Have Your Say' customer feedback programme that launched in 2013.

With average survey responses of 39,000 a week, Yodel has succeeded in increasing its Net Promoter Score by +9 points since 2016, and continues to evolve its service offering and business processes.

The solution

Certification to ISO 9001 (Quality Management), ISO 14001 (Environmental Management) and ISO 45001 (Occupational Health & Safety Management) provides Yodel with an overarching framework for embedding a best practice approach in these key areas of the business. As a result, the company has been able to implement a programme of continuous improvement that ensures business risk and complexity are managed with optimum levels of efficiency. The visible, ongoing commitment Yodel has made to achieving its environmental and sustainability goals further enhances the company's reputation with both internal and external stakeholders.

Intertek worked closely with Yodel to define an integrated programme to help achieve their ambitious goals.

As a result, Yodel has benefited from having a nominated Key Account Lead, as well as a nominated Key Account Managing Lead Auditor who is ultimately responsible for audit planning and delivery. This ensures:

- Consistency in audit planning with the emphasis on maximum depot coverage during the 3-year audit cycle.
- Integrated audits delivered by experienced Intertek auditors who have developed a sound working relationship with Yodel and fully understand Yodel's business model and the high level of standards and compliance that Yodel is continuously striving to achieve.
- Consistent audit reporting structure and real-time feedback to sites in respect of non-conformances and opportunities for improvement identified during audits.
- On-going support and feedback for all audit related queries, as well as Yodel's training requirements in respect of the relevant ISO standards and changes.

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The result

Integrated audits of ISO 9001, ISO 14001 and ISO 45001 were coordinated by the UK Intertek team, helping to reduce the number of site visits - therefore saving Yodel valuable time and money, and guaranteeing consistency of service. By rigorously applying these standards to their operations, Yodel's Quality Management, Environmental Management and Occupational Health & Safety Management systems have benefited in the following key areas:

- **Implementing best practices:** the ISO standards for 9001, 14001 and 45001 are internationally recognised for instilling best practice approaches in the areas of Quality Management, Environmental Management and Occupational Health & Safety Management respectively.
- **Improved internal processes:** the regular third-party audits of Yodel's Quality Management Systems make it possible to identify process enhancements at the earliest opportunity.
- **Customer Confidence:** the certifications ensure Yodel is able to measure key customer KPIs and deliver the high-quality service customers expect.

'Intertek's auditors have taken the time to develop a relationship with our company, so they have a clear understanding of our business and the demands of our industry.'

Andy Johnson,
Director of Health, Safety,
Environment & Quality, Yodel

- **Brand reputation and security:** by gaining certification to the ISO 14001 Environmental Management Systems standard, Yodel continues to demonstrate its commitment to green issues and achieving sustainability goals. These are areas consumers are increasingly concerned by, with a growing expectation that companies have progressive policies in place. Furthermore, the ISO 45001 Occupational Health & Safety standard is recognised as being a major step forward in terms of protecting employee wellbeing, helping to establish Yodel as a preferred supplier and employer.

Total Quality Assurance

Intertek is an industry leader with more than 46,000 employees in 1,000 locations in over 100 countries. We deliver Total Quality Assurance expertise 24 hours a day, 7 days a week with our industry-winning processes and customer-centric culture.

Contact our experts to discuss your organisation's requirements regarding ISO 9001, ISO 14001 or ISO 45001 certification, and with any questions you may have about the range of ISO standards.

FOR MORE INFORMATION

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