

## Hayles & Howe

### Quality Assurance Programme

## Case Study

October 2012  
Sector: Quality control

### Client Profile

Hayles and Howe undertake restoration and conservation of high quality ornamental plasterwork and scagliola and have worked on many prestigious projects.

### Client Issues

Hayles and Howe operate at 3 locations in the South West of England: A plaster work design and manufacture facility, a Scagliola design and production workshop and a warehouse distribution facility. However, each of the company's three sites were operating to different quality standards.

### IMG's Solution

IMG identified that there was an opportunity to introduce some consistency to their procurement and customer satisfaction processes. IMG worked with their local management teams to develop and implement the quality assurance scheme.

They have taken ownership of the system and procedures and now run them internally across all three sites. IMG undertake annual management reviews with them to ensure they stay compliant and to introduce industry best practice.

To find out more about the services Hayles & Howe provide please contact:

Jenny Harrison  
T. 0117 972 7200  
[www.haylesandhowe.com](http://www.haylesandhowe.com)

To find out more about the quality control services provided to Hayles & Howe please contact IMG or visit [www.influentialimg.com](http://www.influentialimg.com).

T. 0845 689 0075  
E. [colin.nottage@influentialimg.com](mailto:colin.nottage@influentialimg.com)  
W. [www.influentialimg.com](http://www.influentialimg.com)

Influential Management Group  
Eventus  
Sunderland Road  
Northfields Industrial Estate  
Market Deeping  
Peterborough PE6 8FD

