



## Case Study

# ISO 9001 Implementation

UK Lithographic Printing and Print Finishing Company

## Introduction

This case study describes the implementation of an ISO 9001 Quality Management System for a UK based lithographic printing and print finishing organisation. The project focused on formalising quality management arrangements, improving process consistency, and establishing documented controls while maintaining existing production practices.

## The Client

The organisation provides lithographic printing and print finishing services to commercial clients. Quality was already a key consideration within the business, supported by experienced personnel and established production controls. However, quality management practices were largely undocumented and dependent on individual knowledge rather than a structured management system.

## Project Overview

### Objectives

The objective was to implement an ISO 9001 compliant Quality Management System that reflected how the organisation operated in practice. Certification was required to support customer assurance requirements, improve internal consistency, and provide a formal framework for quality management.

### Scope Definition

The scope of the Quality Management System covered lithographic printing and associated print finishing services, including order processing, production, quality control, and delivery. Supporting activities such as purchasing, maintenance, and customer communication were included to ensure full coverage of relevant processes.

### Gap Analysis and Planning

A gap analysis against ISO 9001 identified that many quality related activities were already in place but were not formally documented or consistently evidenced. Key gaps related to documented procedures, risk based thinking, performance monitoring, and management review. An implementation plan was developed to address these gaps in a phased and proportionate manner.

## Key Points

- **Existing good practice needed to be documented** without introducing unnecessary formality.
- Staff engagement was required to **ensure consistent application of quality controls.**
- The Quality Management System needed to **support operational efficiency** alongside compliance.

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### **QMS Development and Process Control**

A process based Quality Management System was developed, including a quality policy, quality objectives, process mapping, and supporting procedures. Controls were implemented for order review, production checks, nonconformance management, and corrective action. Document control arrangements ensured that current information was available where required.

### **Awareness and Operational Integration**

Staff were involved throughout the implementation to ensure the Quality Management System reflected actual working practices. Training focused on quality awareness, individual responsibilities, and the application of documented processes.

### **Internal Audit and Management Review**

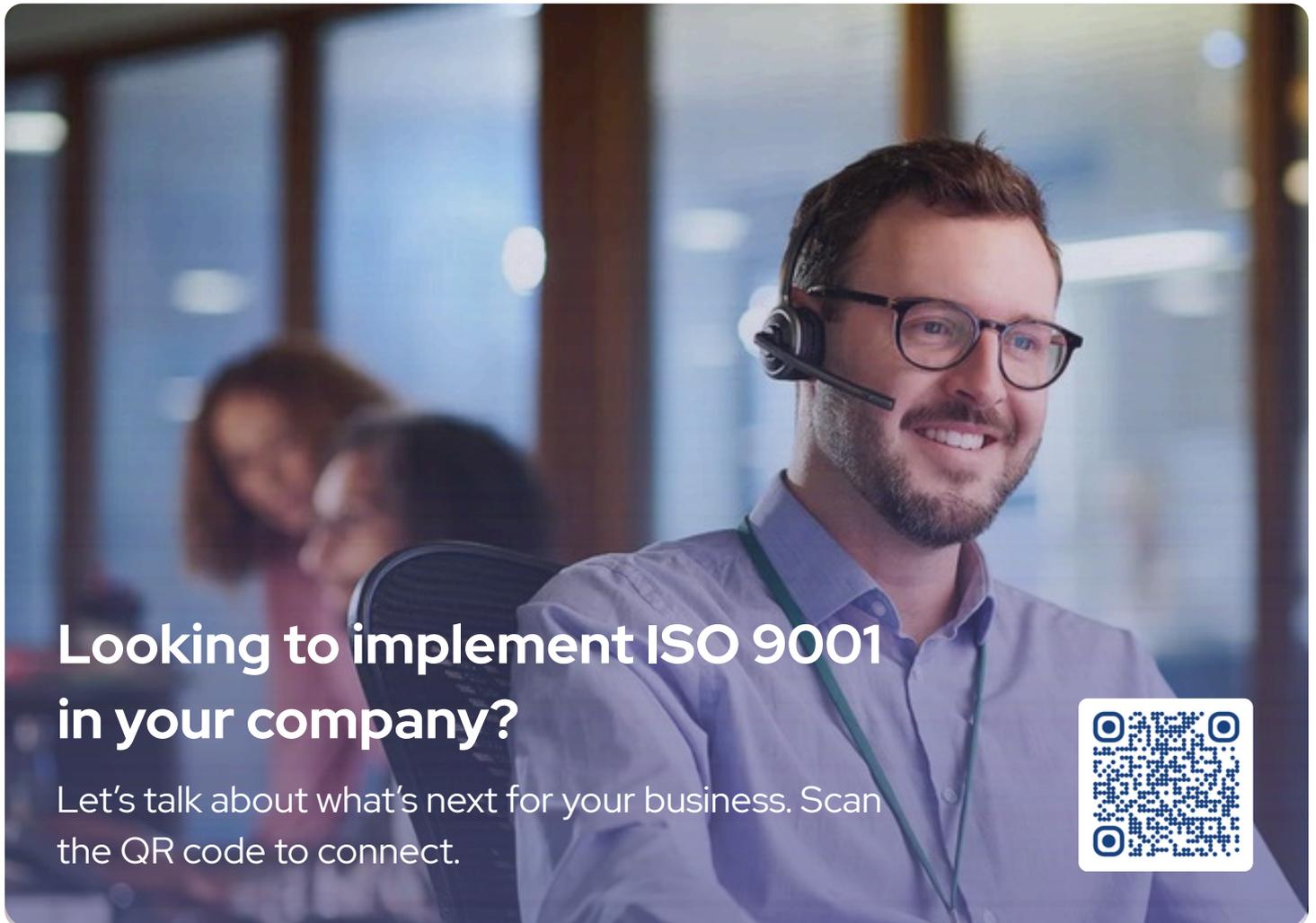
An internal audit programme was established to assess conformity and effectiveness of the Quality Management System. Management reviews were conducted to consider performance data, customer feedback, audit outcomes, and quality objectives.

### **Outcomes**

The organisation achieved improved consistency across production and customer related processes, clearer roles and responsibilities, and a documented framework for quality management.

### **Conclusion**

**This project demonstrated the implementation of ISO 9001 within a printing and manufacturing environment in line with standard requirements. The Quality Management System was established without disrupting production activities and provides a structured basis for ongoing quality management.**



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