

# Case Study: Achieving Compliance Excellence for a Corporate Legal Organisation in Dublin

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## Compliance Excellence Program Background:

Berka Solutions strategically partnered with the client organisation, a prominent corporate legal organisation based in the heart of Dublin to deliver enhanced Facilities Management services, reinforcing corporate values, and recertify against ISO 14001 and ISO 50001 standards. This collaborative initiative included the development of a compliance roadmap and action plan, encompassing the review and refinement of all client organisation ISO policies, procedures, templates, and forms.

The program's focus was to develop a transformative journey towards operational excellence, a customer-centric service approach to property, people, and assets by collaboratively developing a vision, a suite of shared values and coaching & mentoring programs. The client Facilities Management team underwent development through one-to-one coaching and bespoke training workshops covering Facilities Management industry best practices, lean operational excellence, process digitalisation, outsourcing RFP support, and contract performance management.

The proposed consultancy, coaching, and compliance service contract includes key deliverables such as the development of a facilities departmental Quality Management Compliance Framework. This involves creating a Facilities Quality Management Policy, Standard Operating Procedures, and the associated Training Matrix. Monthly audits and inspections of PPM work orders, reactive/corrective work orders, reports, and Facilities documentation ensured compliance across core service lines (Service Desk, EHS, Security, Real Estate, Catering, Waste, Printing, Hard and Soft Services).

A comprehensive audit and inspection program was implemented to reduce non-compliance risk during the facilities team transformation program. The audit and inspection program findings were documented through a digital corrective and preventative actions platform following inspection, audits, and root cause analyses (RCAs) to improve compliance and customer satisfaction.

## Challenges:

The corporate organisation Dublin's Facilities Management team faced several challenges due to changing resources and third-party vendors which had impacted compliance with ISO 14001, ISO 50001, and the normal routine delivery of Facilities Management services. Berka Solutions was engaged to review and develop a transformational roadmap that would bring organisation back to delivering excellence in service delivery, ensuring organisations corporate values, delivering their compliance obligations, and embedding sustainability into the delivery of services going forward.

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## Solution Roadmap:

### 1. Audit & Gap Analysis

- Conducted a comprehensive audit of facilities.
- Performed a gap analysis to assess the current state against ISO 14001 and ISO 50001 standards.

### 2. Rescoping and Development of a Roadmap

- Organisational competency review through one-to-one coaching and mentoring sessions as well as organisational team workshops to determine the future organisational requirements of the team, including the comprehensive skills, roles, and responsibility assessment.
- Developed a strategic roadmap and action plan to ensure recertification of ISO 14001 and ISO 50001 standards.
- Redrafting of ISO policies and procedures templates and forms to align with certification requirements and operational leadership in the facilitation of management review meetings and corrective action tracking and implementation.

### 3. Quality Management Documentation Update

- Updated quality management documentation, including the energy policy, energy plan and Annual energy reports.
- Redrafted ISO policies, procedures, templates, and forms to align with certification requirements.

### 4. Stakeholder Engagement

- Conducted management reviews with the senior leadership team to ensure stakeholder engagement and agreement on roadmap implementation stages.
- Supported the site team through one-on-one coaching and mentoring to build confidence and to ensure valuable feedback from the ground up, thereby building a sustainable solution.

### 5. Continuous Improvement Framework

- Developed a facilities department quality Management Compliance Framework.
- Conducted monthly audits and inspections to ensure compliance, identify gaps, and drive continuous improvement.

### 6. Facilities Team Development

- Completed the Facilities team training needs analysis and developed a bespoke training and coaching program. Coaching sessions delivered on a quarterly basis in parallel with team culture workshops.
- The deployment of Facilities Management industry best practices, lean operational digital processes, and workshops to identify the most effective solutions for the enhancement of the services within the Facilities Management team.

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- The development of sustainability solutions to support the site team, driving change and initiatives through the sustainability committee, and aligning efforts with the organisational corporate social responsibility and sustainability culture.

## Results:

**The program was delivered in close collaboration with the client leadership and within a six-month period empowered client organisation to:**

- The restructuring of the Facilities Management team to strengthen the delivery of the services and the team's resilience.
- Delivered ISO 14001 and ISO 50001 recertification with no non-conformances.
- Enhanced quality management documentation, aligning with Facilities Management industry best practices.
- Strengthen stakeholder engagement and commitment to corporate social responsibility and sustainability.
- The development of a more cohesive Facilities Management team culture, where all team members support each other in the delivery of services.

## Conclusion:

Berka Solutions' coaching and compliance services proved instrumental in guiding client organisations through a successful journey to excellence. This case study exemplified how strategic planning, proactive auditing, one-to-one coaching, and a commitment to continuous improvement can lead to the achievement of recertification goals within a dynamic organisational context.