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Consulting Engineering Partnership gets ISO certification

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Sean Mellowes, director and business system management administrator at Consulting Engineering Partnership (CEP), and Nandita Harbukhan, business management system officer discuss the rigorous and exhaustive road to ISO 9001:2001 certification.

Photo: Jennifer Watson

The Renaissance at Westmoorings apartment complex, the twin towers of the Eric Williams Financial Complex and the Nicholas Tower on Independence Square, Port-of-Spain, are just a few of the prestigious projects which testify to the engineering skill of Consulting Engineering Partnership Ltd (CEP).

CEP also provided the engineering consultancy for the construction of Queen's Hall. As a tribute to the high standing in which the company is held, CEP was again called into service recently when it was decided that the hall needed a makeover.

The company's current portfolio of work includes equally prestigious projects: the head office tower of the Ministry of Education (formerly the Ministry of Social Development tower), RBT's corporate headquarters in St Clair and the project management consultancy for the construction of the Petrotrin corporate headquarters at Pointe-a-Pierre.

CEP, located at Tragarete Road, Woodbrook, provides consulting engineering for civil and structural engineering projects as well as project management services.

Efficient Service

After more than 54 years of satisfying the needs of its clients, it would have been easy to give in to a certain satisfaction itself; but in a bid to ensure that it can continue to deliver consistently efficient service, CEP last month completed a rigorous and exhaustive process leading to the achievement of the highly prized ISO 9001:2000 certification.

Sean Mellowes team leader for the certification project, said ISO 9001:2000 Certification was a good thing for any company involved in engineering because it helped the company and its employees to focus on continuous improvement of operating systems in a relentless drive for greater efficiency.

The other members of the five-member team which managed the certification process were: Nandita Harbukhan, Vince Ramlochan, Winston Gokool and Candice Lindsay.

In an interview, Mellowes and Harbukhan, a business management system officer, told the Guardian the ISO 9001:2000 system tells clients that "the company is focused on giving them what they want—a quality job, quality performance by quality people."

They added that certification ensures that client satisfaction can be delivered consistently, it "helps you nail down the cause of problems and forces you to improve yourself and really examine what you are doing."

Consistent Satisfaction

In a statement, the company said well written procedures can improve efficiency and the consistency of work processes to ensure that the right things are done in the correct way every time; existing procedures and systems can be easily changed and improved to ensure greater efficiency; record tracking (control of documents) becomes more efficient; and the system codifies defined paths to ensure client satisfaction is achieved on a consistent basis.

Mellowes added that: "It would be a good thing if all project management, engineering and contracting companies were ISO compliant because it would raise the general standard of quality to an even higher level and elevate the profile of our local engineering fraternity."

The project involved the development and implementation of a business management system with defined procedures and a system of internal audits to ensure continuous improvements. It was audited by an international certification registrar from SGS United Kingdom Ltd Systems & Services Certifications on October 22-24, 2007. After satisfying the registrar, CEP was conferred with its certification on November 2.