



Hall's
RETAIL

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ISO  **LOCITY**

How Hall's Retail Got ISO 9001 Certification - A Case Study

From scattered documents to an organized quality management system



Company Overview

Hall's Adhesives & Chemicals: Established in 1989 by adhesive experts Barry and Jenny Hall, the brand's expansion into household and industrial chemicals in 1991 set the stage for its commitment to quality and fairness. Evolving into a comprehensive retail brand, Hall's Adhesives & Chemicals continues to make a positive impact on communities.



Background

Before implementing Isolocity, Hall's Retail struggled with managing their QMS efficiently. The reliance on paperwork for quality management consumed valuable resources and time. This hindered their ability to streamline processes and ensure compliance with quality standards effectively. The lack of a centralized digital platform made it challenging to organize and retrieve critical documents when needed.

Problem Statement



01 900+ Documents

They had 900+ documents organization-wide which they were managing offline

02 20% Time Wastage

20% of time of the respective workforce was getting wasted just for managing these documents

03 6000+ Inspection

All inspections were done manually and in a year they used to do 6000+ inspections.

Solution

Document Control	Inspection	Business Losses	Compliance
<p>Isolocity's document control has transformed operations by making documents easily accessible and shareable online. With ISO 9001 compliance, including features like version control and approval matrices, document management is not a headache anymore.</p>	<p>Through Isolocity QMS, all inspections are now seamlessly managed. With corrective and preventive actions the system is much advanced now.</p>	<p>Isolocity's modules have fortified Hall's Retail QMS, providing efficiency, cloud accessibility, and compliance. This shields the company from resource, product, or regulatory losses, ensuring steadfast confidence in facing challenges.</p>	<p>And most importantly, because Isolocity is a 3rd party ISO 9001 compliant software, fulfilling all the requirements of ISO 9001 has become a piece of cake. All big or small requirements like having a proper QMS, Audit trail, Change control etc are taken care of by Isolocity by default.</p>

Results



01 ISO 9001 Certification

Hall's retail has checked all the requirements of ISO 9001 and now they have officially become ISO 9001 certified company.

02 Business Numbers

The business is investing 95% less labour for managing documents. Thanks to CARs and product inspection sync, administrative tasks have reduced by 90%.

03 WIN-WIN

The ultimate focus is to improve quality for the end consumer and Hall's Retail has achieved that too. So Hall's Retail's customers are happy, Hall's Retail is happy and hence we are happy too.

World's Quality Command Center

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We are elated that Hall's Retail has achieved ISO 9001 certification. When a company prioritizes product quality and customer satisfaction, obtaining ISO 9001 certification becomes easily achievable, especially with the right system in place.

”

Chris Budd
Subject Matter Expert
Isolocality

ISOLOCITY

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