



## Mirams Waterhouse Ltd

... was formed in 2000, when **Mike Mirams** and **Tim Waterhouse** combined their successful Quality/Environmental and IT consultancies.

We recognise that an organisation's (particularly an SME's) workforce today is cut to the bone, often without specialist staff available for functions other than its core business. Mirams Waterhouse Ltd, working with appropriately skilled and experienced associates, provides the specialist expertise needed at the time it is needed and in the amount required.

Our services are:

- Individual for the organisation,
- Delivered by experts in the relevant fields,
- Effective in leading to quantifiable business improvements.

Our clients include many diverse European and Asian organisations from the manufacturing and service sectors, including:

**Building Materials & Components - Catering**  
**Chemicals - Education - Electronics**  
**Engineering - Fabrics - Food - Footwear**  
**Glass - Leather - Local Government**  
**Packaging - Paper - Plastics**  
**Product Certification - Software**  
**Surgical Appliances - Transport & Logistics**  
**Vehicles & Automotive**

From an engineering background, **Mike Mirams** has worked in management since the 1970s. He has extensive experience in the development and implementation of quality management and improvement programmes at home and abroad. A published author on quality management and a qualified trainer and lead auditor, Mike is often asked to speak at seminars and conferences world-wide.



Mike Mirams, speaking on Supply Chain Management to the China Council for the Promotion of International Trade in Wuhan, China, in October 2005.

**Tim Waterhouse** has worked in the IT industry since the mid-1980s, and during that time, has developed, installed and supported a wide range of computer software. Tim uses his programming and system development skills to convert specific customer requirements into practical, easy-to-use business solutions.



Tim Waterhouse, conducting a one-to-one training session on ISO-Easy, the company's own quality management software system.

## Mirams Waterhouse Ltd

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## Mirams Waterhouse

# Expertise for Business and Industry

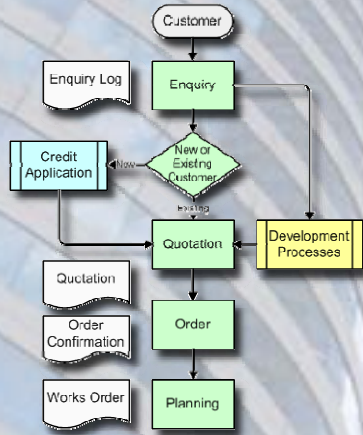
[www.mirams-waterhouse.co.uk](http://www.mirams-waterhouse.co.uk)



## Quality Management to ISO9001:2008

We specialise in the development, implementation and maintenance of Quality and Environmental Management Systems that not only meet the requirements of the relevant standards, but bring **real benefits** to the client's organisation, including **lower costs, improved productivity and greater customer satisfaction**. Our services are of particular value to SMEs, where the specialised expertise may not be available in-house.

- ❑ Systems & procedures development, implementation and maintenance,
- ❑ Process planning & development,
- ❑ Internal quality auditing,
- ❑ Management review,
- ❑ Application of quality management tools, e.g. Statistical Process Control (SPC), Failure Modes Effects Analysis (FMEA), Problem Solving, etc,
- ❑ Training in all aspects of quality management,
- ❑ Specialist expertise includes many national, international and industry specific standards and directives.



## Environmental Management to ISO14001:2004

- ❑ Systems & procedures development, implementation and maintenance,
- ❑ Sourcing of appropriate environmental experts,
- ❑ Monitoring and auditing,
- ❑ Management review,
- ❑ Integration with quality management systems,
- ❑ Training in all aspects of environmental management



## Health & Safety to OHSAS 18001:2007

For all but the smallest organisations, compliance with Health & Safety at Work regulations is a legal requirement! It can also result in a **healthier and more stable workforce, more efficient operation and reduced insurance premiums**.

- ❑ Development of health & safety policies, systems and procedures,
- ❑ Compliance with UK legislation,
- ❑ Risk assessment,
- ❑ Health & safety auditing & inspections,
- ❑ COSHH assessments,
- ❑ Training in all aspects of health & safety



## Management Systems Computerisation

We all rely heavily on computers these days, but are you making full use of all that data locked up on your hard drive? We provide easy-to-use cost-effective bespoke and off-the-shelf systems to enable the smaller organisation to obtain similar benefits to those that big companies get from their sophisticated and expensive packages.

- ❑ Automation of routine administrative processes, such as works order management, sales analysis, stock control, etc,
- ❑ Meaningful reports from almost any computer system to aid effective business management decisions,
- ❑ Paper-free document management and control systems.



Systems specially developed by Mirams Waterhouse include:

**ISO Easy** - Takes the hard work out of administration of ISO9001 and 14001 systems, including document control and the management of non-conformity, corrective actions and internal audits.

**EasySPC** - No maths required for this simple and effective way to monitor process performance.

## Effective Supply Chain Management

... will improve the quality of products and services along the supply chain by developing the customer/supplier interfaces and relationships, internal and external.

We work with clients in the UK and abroad to develop and improve their supply chains to become more competitive in the global economy.