

## **Building control team awarded quality mark**

Copeland Borough Council's building control team have been awarded an internationally recognised quality mark.

The team have received ISO 9001:2015 certification which is an accredited standard of managing business processes.

The high performing team has held Chartered Building Consultancy status, via the Chartered Institute of Building (CIOB), for more than 10 years, something only a few building control services in the UK have achieved.

The ISO 9001 initiative is led by Local Authority Building Control (LABC), the national representative body for all local authority building control teams in England and Wales.

Independent verification of the team's qualifications, ethical standards and quality management system through the ISO 9001:2015 standard demonstrates their commitment to quality, customer service and continuous improvement.

Mark Key, Building Control Manager, said: "Achievement of the ISO 9001 standard is the culmination of many years of hard work by the team, and continuous process refinement and improvement of everything we do.

"The help and advice of Tariq Abdoh (LABC's Head of Standards) was instrumental in helping us to achieve this latest recognition of the service's work and processes."

Mike Starkie, Mayor of Copeland said: "It's fantastic to see this hard working and dedicated team receiving this accreditation.

"Their commitment to providing the best possible service to residents and businesses in Copeland is paramount.

"The team are a shining example of what can be achieved with hard work and determination, despite limited resources, and I'm thrilled that they are receiving the recognition they deserve."



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