

# SOLUTION MANAGEMENT

## Profile: Management System Services

December 2008



SOLUTION MANAGEMENT

Quality & Environmental Management Systems  
Design, Implementation & Support

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Member Standards New Zealand



# Solution Management

Solution Management is a leading Provider of management system development and support services.

We have highly experienced and professional lead management system consultants, complemented by staff with a high level of technical and publishing capability for both electronic and hardcopy based system documentation.

Our team has assisted more than 200 organisations to implement management systems to achieve Quality, Food Safety, Environmental or Safety process improvement. Our projects have included:

- Quality and Environmental system development and internal audit for: ISO 9001, ISO 14001, ISO 17025 and related standards.
- Building Consent Authority Accreditation System development and improvement.
- Health and Safety system development and internal audit for: AS/NZS 4801, ACC Accreditation requirements
- Food Safety system development and internal audit for: HACCP, AS ISO 22000, Agriquality requirements



For organisations upgrading their existing management system or implementing a new system we have template documentation available and Lighthouse management system software.

Lighthouse software provides a database for recording and managing the action, training, management review, equipment and audit requirements for Environmental, Food Safety, Quality, and Workplace Safety management systems.

# Services

Management system services offered by Solution Management include :

## Quality

- ISO 9001 Gap Analysis
- ISO 9001 System Implementation
- Building Consent Authority Accreditation Support
- Internal audit
- System improvement
- Key Performance Indicators

## Food Safety

- ISO 22001 Gap Analysis
- ISO 22001 System Implementation
- Internal audit
- System improvement
- Key Performance Indicators and Reporting

## Environmental

- ISO 14001 Gap Analysis
- ISO 14001 System Implementation
- Environmental Aspects
- Internal audit
- System improvement
- Environmental programmes, objectives and targets



[www.solutionm.co.nz](http://www.solutionm.co.nz)

## Health & Safety

- Gap Analysis
- ACC accreditation support
- Internal audit
- System improvement
- Key Performance Indicators & Reporting

## Integration

- Integration Planning
- Structure Development
- Process Optimisation

## Software

- Management System Software
- Multi User Database Systems
- Environmental
- Food Safety
- Quality
- Health & Safety

### Memberships and accreditations include:

Auckland Regional Chamber of Commerce  
Standards New Zealand  
Project Management Institute  
Employers & Manufacturers Assoc. – Business Taskforce Consultant  
Ostendo Partner

# Solution Management Team

**KEVIN WHITEHEAD** MBA, BE (Civil)

## Lead Consultant Management System Services

Kevin is a lead management systems consultant with Solution Management providing system development, training, internal audit and support services.

Areas of expertise and industry experience include :

### **Quality Management Systems**

ISO 9001, ISO 17025, TQS1  
Building Consent Authority Accreditation

### **Environmental Management Systems**

ISO 14001

### **Food Safety Management Systems**

ISO 22000, HACCP  
Agriquality Requirements

### **Health & Safety Management Systems**

AS/NZS 4801, OHS 18001  
ACC Accreditation

## Consulting Services Sample History

SKM - Sinclair Knight Merz

Project Audit covering project quality, safety in design and environmental management system requirements.

Jacobsen Manufacturing  
(Paint Manufacturer)

Quality system audit against ISO9001 and Laboratory ISO17025 requirements.

Rodney District Council  
– Building & Development Control

System development and support for Building Consent Authority Accreditation programme

Rodney District Council  
– Assets & Facilities

Facilitation and documentation of business processes and performance measures to ISO 14001 for :

- Rooding
- Enviro Waste
- Water Services
- Parks & Coastal
- Professional Services
- Property

North Shore City Council  
Development Services

Facilitation and documentation of the development of asset construction checklists and procedures covering the following areas :

- Earthworks
- Water Supply
- Wastewater
- Stormwater
- Rooding
- Parks & Reserves

## History of Employment

### **2000 - current:**

Lead quality and business systems consultant with Solution Management Ltd

### **1993 – 2000**

Lead quality and business systems consultant with Executive Solutions International Ltd

### **1991-1993**

Marketing Manager, Clearlite Industries

### **1986 – 1991**

Manufacturing Manager, Clearlite Industries

### **1984 – 1986**

Engineering Development Manager, Clearlite Industries

### **1980 – 1984**

Product Development Engineer, Philips Electrical

# Solution Management Team

## **BILL HARRISON**

### **Lead Consultant Management System Services**

Bill is a lead management systems consultant with Solution Management providing system development, training, internal audit and support services.

Areas of expertise and industry experience include :

#### **Quality Management Systems**

ISO 9001, ISO 17025

Building Consent Authority Accreditation

#### **Environmental Management Systems**

ISO 14001

#### **Food Safety Management Systems**

ISO 22000

Agriquality Requirements

#### **Health & Safety Management Systems**

AS/NZS 4801, OHS 18001

ACC Accreditation

### **Consulting Services Sample History**

Qantas Group

Rodney District Council

Marsh Insurance GHS Aviation Consulting

ACS Australia

ACT

DHL Global Forwarding & Express

URS New Zealand

Henkel Sellotape

Huhtamaki Moulded Fibre Division

Safety Audit team member for Jet Star

System development and support for BCA Accreditation programme

Adam Air Management Risk Analysis audit

IATA IOSA programme for various airlines

Lead Audit Training to aviation clients

Implement tertiary ACC Criteria for Work Place Safety Management System and deliver Management Training

Performance Improvement facilitator for Business Risk and Quality Management

Develop Training Module for handling flammable substances

Implement Food Safety Systems

Emmerson Transport	Hawkes Bay Business of Year Award entry
Sky West Airlines	ISO 14001 EMS Suite establishment
Air Pacific Limited, Flight Operations.	Implement ISO 9001:2000 and JAR QMS
New Zealand Van Lines Ltd	ISO 9001 QMS
Integrated Packaging	Implement ISO 9001 QMS
Philips Lighting (NZ)	Implement ISO 9001 QMS
North Shore City Council Water Services	Implement ISO 9001 QMS and Training
Large Trucking Companies x 4	Implement ACC Health & Safety Management Systems
Air Pacific Limited Engineering and Maintenance Unit	Implement ISO 9001 from 1994 to 2000 including (ETOPS and JAR 145)
Stabilus Ltd (NZ)	German criteria and ISO 9001:2000 implementation to achieve certification

## History of Employment

### **2000 - current**

Lead quality and business systems consultant with Solution Management Ltd.

### **1995 - 2000**

Senior Auditor at Telarc (NZ) Limited, responsible for managing ISO 9000 and Q-Base accreditation programs and business development throughout New Zealand and Fiji.

### **1994 - 1995**

Senior Auditor with BVQI, responsible for business development and ISO 9000 assessment program integrity in New Zealand.

Team member in initial audit of Air New Zealand Engineering and Maintenance Services.

### **1993 - 1994**

Facilitator for implementing laboratory accreditation and quality systems of different business units at the HMNZ Dockyard (dry dock) in Devonport, Auckland.

### **1982 - 1993**

Establish and managed own marine business providing electronic and electrical services to the yacht racing and international ship industries in Auckland and to international customers, including import, distribution and supply of navigation and electronic systems.

### **1965 - 1982**

Career in the RNZAF: Engineering

Qualified Senior Avionics Technician

Aircraft Maintenance Technician for:

- Helicopter and Fixed wing aircraft
- Anti-Submarine Electronics and Tactical Navigation Systems



## **SOLUTION MANAGEMENT is:**

A professional company with a commitment to achieve Quality through our professional values, loyalty, honesty, trustworthiness, reliability, and self motivation.

### **Our quality objectives are to:**

1. Provide a managed improvement solution by using world class project planning and implementation techniques.
2. Focus on customers' expectations by listening, searching, evaluating and identifying requirements.
3. Provide our customers with peace of mind with a detailed proposal up front, prior to commencement of assignments.
4. Provide proposals free of charge and without obligation within five working days from initial assessment.
5. Attain a long term business relationship with our customers by providing personal, friendly, loyal and reliable service.
6. Continually improve our services and standards, embracing the principles of Business Excellence and the International Quality Management Standard ISO 9001.
7. Ensure we are a responsible employer and each staff member understands their responsibility to comply with the customer's Environmental and Safety procedures when onsite.



Kevin Whitehead  
**Manager**  
**Solution Management Ltd.**



**STANDARDS**

**NEW ZEALAND**  
PAEREWĀ AOTEAROA

This certifies that

**Solution Management**

is a Member of Standards New Zealand

30/11/2009

for the year ending

116240

Membership Number

**Debbie Chin**  
Chief Executive