



How Restore Digital has built a culture of quality and continuous improvement by partnering with BSI Training



With its headquarters in Manchester, Restore Digital is the largest UK-owned records management company, servicing 4,000 clients from over 100 storage, scanning and shredding facilities. It is contracted by the UK's Nuclear Decommissioning Authority (NDA) to operate Nucleus, a facility in Wick, Scotland, that houses the archives of the British civil nuclear industry and the County of Caithness.

Restore Digital's work is underpinned by a focus on security, compliance and auditability, and under the

NDA contract, it maintains BSI certification to multiple management systems standards. The company wanted to use its standards to develop a culture of quality and continuous improvement that was consistent across its sites, embraced by all its people, and extended through its supply chain. Compliance had to be more than a 'tick in the box'.

With these goals in mind, since 2017, Restore Digital has completed several internal auditor training programmes with BSI Training. As a result, it has spread knowledge broadly, developing lead auditors and team members who are thoroughly versed in BSI audit. The programmes have acted as a springboard to embed a quality-led culture across the whole organization, with rigorous standards assessment helping to build trust with clients and reassure stakeholders.



Find out more: bsigroup.com/training



“Over a four-year period, Restore Digital has successfully designed, implemented, and achieved certification by BSI to ISO 9001, ISO 14001, ISO 45001 and ISO 27001 at the NDA Wick Nucleus and Warrington Hinton House locations. Simon Morgan, Evelyn Sinclair and their teams have delivered operational excellence through a real commitment to best practice and continual improvement, underpinned by outstanding internal auditor training programmes from BSI”

Martin Fiddler, Head of Quality and Compliance, Restore Digital



Client challenge

Under the NDA contract, Restore Digital maintains BSI certification to ISO 9001 (quality), ISO 14001 (environmental management), ISO 27001 (information security), ISO 45001 (occupational health and safety) and ISO 22301 (business continuity). It also holds BSI certification to BS 10008, a British Standard that outlines best practice for electronic information management systems.

The company was determined to use its management systems to develop a culture of quality and continuous improvement that was consistent across its sites and embraced by all its managers, team leaders and colleagues. It also sought to extend this culture through its supply chain.

BSI's training solution

Since the Nucleus facility opened in 2017, Restore Digital has completed several programmes with BSI

Training. They include internal auditor courses for about 10 managers for ISO 9001, ISO 14001, ISO 27001, ISO 45001, and ISO 22301, as well as separate lead auditor courses, and auditor practitioner training for BS 10008. The training has included in-person and online modules, and both open and in-company programmes.

The partnership with BSI Training has been highly successful, with the company using BSI's experienced tutors to spread their knowledge broadly across the organization, and to create lead auditors and team members who are trained in BSI audit from the start, rather than treating training as an add-on. The partnership with BSI has built the competence of Restore Digital's people, increased their value to the business and opened up career progression. It has embedded a quality-led culture and cascaded its expectations of the same standards to key suppliers.



Why BSI?

Simon Morgan, Restore Digital: “Partnering with BSI as our training provider brought us expertise and experience, and confidence that our internal auditors would be trained to a very, very high standard.”