

One Vision Housing



In developing working practices that will drive continuous improvement, the systems underlying your Quality Management System (QMS) should effectively support your QMS actions and activities. Professional services from Gael Ltd enabled UK housing providers One Vision Housing to develop and deploy an effective framework for compliance with Q-Pulse.

Based in Sefton, One Vision Housing (OVH) is a non-profit-making, charitable organisation, which was formed in 2006 to take over the ownership and management of Sefton Metropolitan Borough Council's homes.

As a registered social landlord with over 11,000 properties, the main areas of work for OVH include property lettings, repairs and improvements, as well as rent collection, income advice and general estate management.

In managing compliance with service standards, the housing provider made sure that they could establish a comprehensive framework to support their QMS at their head office in Bootle, with training services from the solution's developers, Scottish software company Gael Ltd.

'In our ongoing quest to continuously improve, we implemented Q-Pulse to identify opportunities for improvement,' says Louise Postlethwaite, Quality Management Officer at OVH. 'We worked closely with Gael in customising the software to best fit our needs, and in March 2008 we successfully migrated our ISO QMS into Q-Pulse.'

'In the time Q-Pulse has been live, we have realised additional benefits quite quickly. We've since expanded the system to manage additional areas, including customer complaints and staff suggestions. In addition, we also manage our risk assessment schedule, contracts register and approved supplier list with Q-Pulse.'

'Gael's Technical team have been very responsive and supportive, and have proved invaluable in helping us to design and develop an effective tailor-made system. In turn, this has made it possible to automate and streamline much of the work that goes into ensuring QMS compliance.'

'We are at the start of our Q-Pulse journey and I'm confident that OVH will continue to benefit from the improvements and developments Gael continue to introduce.'

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Louise Postlethwaite
Quality Management Officer
One Vision Housing

**For more information, contact us now on
+44 (0) 1355 593400 or at info@gaelquality.com, and
let us start taking the work out of your implementation today.**