Portsmouth International Port successfully transitions to revised International Quality Standard

Portsmouth International Port has become one of the first UK ports to successfully transition to International Quality Standard ISO 9001:2015.

The deadline for making the transition from the previous quality standard is September 2018, but the management team at the Port were keen to demonstrate that systems and processes could stand up to the rigorous testing that comes with the new audit.

BSI (British Standards Institution) sent an auditor to Portsmouth International Port just before Christmas. David Shipperley began his visit on 22 December, assessing the effectiveness of 85 employees in the management operation. In a wide ranging and intensive audit he found the leadership team fully complied with the new standards.

Mike Sellers, Port Director at Portsmouth International Port, said “This is great news for the Port and most importantly for our customers. The team here has clearly demonstrated an ability to implement and run systems that really do place quality at the heart of the business. Certification to ISO 9001:2015 is more than just a series of numbers, it stands for our determination to support and protect our partners at the Port through a commitment to the highest levels of quality control.”

Leader Councillor Donna Jones said, “I am delighted that Portsmouth International Port is one of the first of its kind to reach the internationally recognised quality standard ISO 9001:2015. This reflects the huge transformation the Port has undertaken over the last 5 years with investment in the new Port terminal for international departures, and the planned investment in new berths to expand the business. Being ISO certified creates confidence when attracting new customers to the Port. This is a great start to 2017.”

The new certification requires the Port to support the requirements of all parties who have a vested interest in its success. The audit showed that the management and operational team fully understand the needs and expectations of its ferry, cruise and cargo operators, as well as those of the UK Border Force, the Home Office and Portsmouth City Council.

ISO 9001:2015 is designed for companies of all shapes and sizes. Recipients of the certification need to demonstrate an ability to consistently provide products and services that meet customer needs and the applicable statutory and regulatory requirements. The certification also aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

Portsmouth International Port is also approved for four other International Standards. These include Health and Safety, Environmental Management, Information Security Management and Business Continuity Management.

For further information please contact Emma Gaisford/Julie Blackwell on 01256 631696 or email julie.blackwell@purple-agency.com or emma.gaisford@purple-agency.com