

News

motive8 Receives ISO Accreditation for High Performance and Customer Satisfaction

19/05/2015

motive8, a market leader in the design and installation of residential and corporate health and fitness facilities, has been awarded ISO 9001:2008 accreditation. The endorsement tops off a highly successful year for the gym and design installation company which has seen significant growth over the past year.



ISO 9001 requires organisations to demonstrate that they do what they say they do, with a quality management system in place to ensure consistency and improvement, leading to high levels of performance and customer satisfaction. Certified organisations are committed to continuous improvement and are assessed annually to ensure progress is being maintained.

motive8's client management system was assessed against the audit criteria: the company evaluated the ability of the management system to meet the applicable statutory, regulatory and contractual requirements while evaluating the effectiveness of the management system. This ensures that motive8 is continually meeting its specified objectives whilst identifying areas for potential improvement in its management system.

Sarah Cleland-Smith, Director at motive8, commented, "From a business perspective, ISO 9001 ensures that relevant processes are in place to minimise error and improve efficiency. For our clients, it's reassurance that we are always looking to improve our standards and ensure quality is maintained in everything we deliver.

"The accreditation audit ensured that positive changes within the company continue to work. It brings about improvements in the company's processes and makes our employees' jobs easier. It helps to ensure we deliver a better service and anticipate problems before they arise."

The ISO accreditation is a significant achievement for motive8 and a signifier of its growth. In 2014-15 the company turned over £3 million and it is growing by 20% year-on-year. It is consultant to The Berkeley Group, Pantelli Associates, The Lanesborough, Dormy House, Barratt Homes and Chelsfield, amongst others.

Nick Sadler, Director at motive8, added, "We're proud to count some of the leading names in commercial and retail property in our customer base and the ISO accreditation is a further proof point that we are committed to providing the best service to our clients."

Founded in 1998, motive8 began life as a specialist personal training company and installed its first gym in 2000. Today it is a global organisation and established market leader in the design and installation of residential and corporate health and fitness facilities. It became SafeContractor approved in 2009. The pool and spa division was launched in 2010 and in 2011 motive8 employed its 50th employee. Its 200th gym was installed in 2013.

motive8 offers a complete service, from consultancy, design and project management to facility maintenance and management, including fitness training and beauty services. It currently employs 83 employees and has vacancies for 16 more. By the end of 2015 it will have 10 fully managed sites and 200 maintenance contracts. It also provides more than 600 personal training sessions per month and recently launched motive8 CPD offering fitness and training courses for PTs in London and Leeds.

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