

Toyota (GB)

Automotive Industry



Toyota (GB) PLC have achieved triple certification and use the Entropy System to manage their certification requirements. The Entropy System offered a structured approach and depth of information that was beyond the capabilities of their existing software systems.

Toyota (GB) have implemented the Entropy System at their head office in Epsom, two training centres in Salford and Nottingham, and two vehicle distribution centres in Portbury and Burnaston. It provides a centralised system for data capture and is used for HSEQ task management. It is also used to manage a range of internal audits for HSEQ regulatory compliance, HSEQ standards compliance and internal process verification/validation.

Toyota (GB) have built their need for compliance systems over a number of years. In 1991 it was felt that for Toyota to compete within the UK fleet market, it would be beneficial to achieve compliance with the quality standard BS5750, which later became ISO 9001. In 1995 a quality department was set up and the various departmental and site systems created over the past 4 years were amalgamated into one centralised management system.

In 1999, as part of their commitment to the environment, Toyota Motor Corporation announced the requirement for all manufacturing sites to achieve compliance with the environmental standard ISO 14001; a second directive soon followed requesting all overseas distributors to follow suit.

In 1999, a new health & safety standard

-OHSAS 18001- was also launched and, upon review, Toyota (GB) soon realised that their system for managing health & safety compliance was not as effective as it could have been.

Both the above events provided the catalyst for a new business objective to develop an integrated (quality, environment, health & safety) management system in accordance with the requirements of ISO 9001, ISO 14001 and OHSAS 18001.

During the development of the integrated management system, it became apparent that their document management system was unable to record business risks, produce audit checklists, manage and report incidents, provide notification of outstanding tasks, handle objectives or manage audits and non-conformances. In 2001 a team of Toyota managers attended "the annual Royal Society for the Prevention of Accidents conference" to review the range of software solutions available and the Entropy System was concluded to be the most suitable application.

The complete Entropy System was purchased in July 2001 and after an intense period of data inputting, triple certification was achieved in September 2001.

About the Customer

Toyota Motor Corporation is the seventh largest company in the world. Toyota (GB) are a wholly owned subsidiary and are the importers and distributors for Toyota and Lexus vehicles in the UK employing some 400 people across 5 operational sites with an annual turnover in excess of £1.4 billion.

Business Challenge

- Certification needs for ISO 9001, OHSAS 18001 and ISO 14001
- Functionality beyond existing software systems
- Meet the expectations of an experienced in-house team

Entropy Solution

- An integrated system that could handle triple certification
- Ability to respond effectively to customer needs
- Flexibility to adapt the System to unique requirements

"It was clear that having the Entropy System was a significant contributory factor in our achieving triple certification to ISO 9001, ISO 14001 and OHSAS 18001."

Richard Burgess, Manager, Corporate Compliance, Toyota (GB) Plc

The Entropy System is both a user-friendly and cost-effective solution backed up by Entropy International's willingness to support customer requirements. Working with Entropy International, Toyota (GB) have adapted some aspects of the System for their specific needs and found Entropy particularly helpful in this regard. One such area was the creation of a register for licences and certificates per site, such as fire certificates and forklift truck licences, to aid the management team in easily identifying expiry dates.

"The Entropy System has proved to be a very valuable piece of software for our business."

Richard Burgess, Manager, Corporate Compliance, Toyota (GB) Plc

Toyota (GB) believe in establishing strong working relationships with their business partners; to this end they also work closely with Entropy International to develop their user-specific requirements in order to benefit other users. These include improvements such as quick identification of active/completed action plans, development of the risk assessment (particularly environmental aspect) methodology, the ability to activate/de-activate sites, removing the ability to assign responsibilities to personnel no longer employed.

Both the vehicle distribution centres employ a large number of contract staff. Despite not being direct employees, the Entropy System has allowed Toyota (GB) to track information pertinent to these contractors for corporate compliance purposes. Toyota (GB) are currently working towards providing their business partners with access to the Entropy System so they can review and input compliance data. Recent changes in Toyota's structure have meant that the parts logistics

operation has now been transferred from Toyota (GB's) immediate control to become part of Toyota's integrated Europe-wide organisation. Whilst it was agreed that the system should still be managed by the Toyota (GB) compliance team, in order to provide Pan-European access, it was no longer viable to host the parts logistics data on the Toyota (GB) web-server. The data was migrated to a hosting environment at Entropy International, which now provides access to the parts logistics management team regardless of their location.

Toyota (GB) are dedicated to fulfilling the expectations of their stakeholders, and achievement of the highest health, safety, environment and quality standards is central to Toyota's philosophy. Kaizen (the Japanese philosophy of continuous business improvement) is used in every area of the business to search for a better way to increase performance, quality and efficiency and thus reduce costs.

Toyota's brand reputation, and protection thereof, is also of paramount importance throughout the organisation and their commitment to compliance is an active part of this. The company constantly review their legal obligations and commitments via the compliance team at Toyota (GB) who manage the impact to the businesses as a result of an ever-changing environment. The Entropy System has been found to deliver on all their expectations.



Entropy Services

Entropy provide you with the professional services to implement and roll out the Entropy System, from installation to training, consulting services and technical support.

Alongside our own expertise, we have built partnerships to maximise the services we offer, these range from innovative tools to specialist EQS, CSR and risk management knowledge.

About Entropy International

Entropy International provide software solutions that enable organisations worldwide to improve environmental, social and economic performance, thereby contributing to global sustainability.

We enable companies to improve risk management, internal control, external communications and overall corporate performance.

Our solution includes an enterprise risk and performance management system and services to address corporate governance and corporate social responsibility issues.

Entropy International's customer base includes companies such as BT, Cable & Wireless, Carillion, Diageo, GlaxoSmithKline, Philips, Toyota (GB), Vivendi Universal, Vodafone and the UK Government.