



ISO 45001 Remote Audits
Yusen Logistics: Case Study

Continually improving culture through certification



Yusen Logistics is a global provider of contract logistics and international freight forwarding. They are committed to continually demonstrating high levels of assurance to their stakeholders and have already been certified to ISO 14001 (Environmental Management).



01. Client:

Yusen Logistics (Poland)

02. Background:

Established in 2001, with currently around 300 employees, they are a part of a global organisation with over 24,000 employees around the world.

03. Result:

Certification renewal for ISO/IEC 27001 and ISO 9001 and migrating from OHSAS 18001 to ISO 45001.

Despite being in lockdown due to COVID-19, Yusen Logistics wanted to bring greater consistency to their management systems and enhance organisational resilience by successfully renewing their certificate against both ISO/IEC 27001:2013 (Information Security) and ISO 9001:2015 (Quality) and migrating from OHSAS 18001:2007 to ISO 45001:2018 (Health & Safety).

Why certification?

Marek Mamak, Quality & Compliance Senior Manager at Yusen Logistics (Poland) has led the transformation of Yusen Logistics' management system to establish a robust framework and enable continual improvement to meet stakeholder needs and expectations.

“ISO 9001, ISO/IEC 27001 and ISO 45001 became another step towards taking care of our customers and employees – people are the most important part of our business and it’s our job to go that extra mile,” Marek explained.

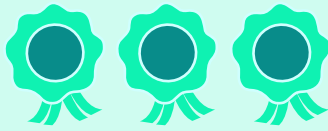
Continuous improvement

With many customers enquiring if the company was ISO 9001 certified – and sometimes even making it a mandatory requirement to work with them, Yusen Logistics decided to work towards the standard.

By achieving ISO 9001 certification the business ensured stakeholder confidence in the continuous improvement of processes and systems.

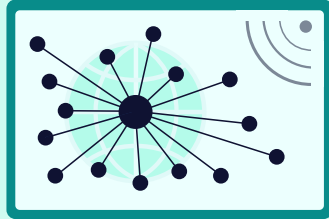
3

certifications



15

remote
audit days



6 sites in
Poland



Protecting data and reputation

While Yusen Logistics always handled their data with care, ISO/IEC 27001 certification was important for them to demonstrate to their stakeholders that they had the right controls in place to protect personal and business information.


A healthier and safer workplace

“Regardless of where our people work, whether it’s in an office or a warehouse, we want them to feel and be safe. ISO 45001 certification proved to our people that we care about them,” Marek explained.

ISO 45001 is particularly important to Yusen Logistics, providing reassurance to stakeholders of their high levels of quality and service.

“ISO standards are written and developed by subject matter experts, so we don’t need to reinvent the wheel when the answers are included in the documentation. We want our processes to follow best practice so certifying to the standards is the best solution for us,” Marek continued.

Advances in technology enabled Yusen Logistics to continue the audits despite on-site auditing restrictions.

 Remote auditing was a new way of working for us and allowed us to carry on working with minimal disruption – I was grateful that there was an alternative solution. One of the main benefits was being able to act more sustainably and save more time by limiting the amount I needed to travel!

Marek Mamak
Quality & Compliance
Senior Manager
Yusen Logistics (Poland)

How we helped

We offered alternative solutions to meet the needs of Yusen Logistics’ where it was not possible for the auditors to be on-site, this meant they didn’t have to wait for travel restrictions to be lifted to continue with certification renewal.

Our sector-specific, technical expertise and customer-first approach ensured that Yusen Logistics’ Integrated Management Systems (IMS) focused on key areas related to its business objectives and environment.

The result

Yusen Logistics (Poland) successfully achieved independent certification to ISO 45001 (Health and Safety), ISO/IEC 27001 (Information Security) and ISO 9001 (Quality) on all six of their sites in Poland, using our remote auditing technology.

ISO 9001, ISO/IEC 27001 and ISO 45001 certification with LRQA gives our people and our stakeholders the confidence that we are continuously improving our management systems to the highest standards.



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