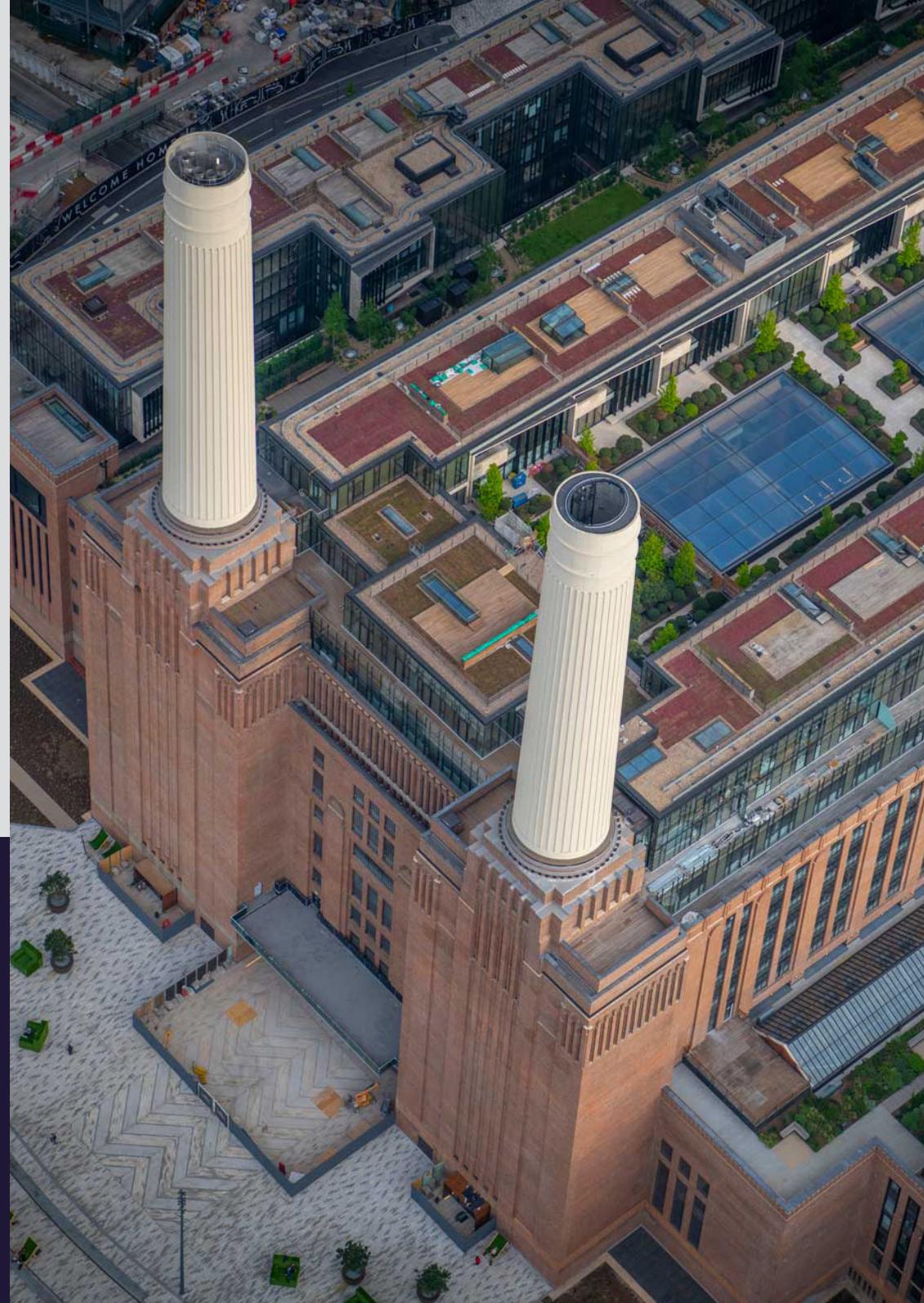




CASE STUDY

OAG improve customer relations through commitment to BIM best practice

OAG has improved customer relations by demonstrating, to existing and potential clients, that they work to the core standards, principles, and workflows of ISO 19650 through successful UKAS Accredited ISO 19650-2:2018 Information Management Certification for Businesses using BIM.



Challenge

As a client-centric organisation, OAG strives to consistently demonstrate the highest level of commitment to its clients. Information Management using Building Information Modelling (BIM) is transforming the construction industry, and OAG has seen an increase in the number of their clients looking for ISO 19650-2:2018 certification from their supply chain. No longer seen as a nice to have, but a must have requirement.

Certification helps the supply chain demonstrate conformance to ISO 19650-2:2018, accelerating innovation and collaboration of clients and project teams. OAG wanted to be in a strong position to help their clients, so they made an organisational decision to be an early adopter of Information Management certification, establishing a thorough procedure for BIM projects within their organisation and embracing the culture of collaboration, to better help their clients. They also wanted to have an internal method rather than rely on external sources.

Benefits



Performance

Streamlined internal processes



Visibility

OAG stands out from their competition



Excellence

Demonstrate ongoing commitment to their clients



“OAG achieving the recognition of ISO 19650 compliance gives our clients the confidence that when they engage with OAG as an appointed party, they can rest assured that we will provide compliant BIM deliverables.”

James Batchelor, Design Director, OAG

What was done

The certification process began in 2020, having already held ISO 9001, OAG had the opportunity to integrate the two standards, to tailor to the needs of not only BIM projects, but the projects where BIM isn't required.

BRE worked closely with OAG throughout the certification process. An initial pre-assessment was undertaken which provided OAG with a detailed gap analysis of their processes. From these findings the assessment was done in two stages. The first being a desktop assessment, where BRE analysed their procedures to see if they are aligned with ISO 19650-2:2018 and BRE scheme requirements, the second was assessing those procedures in practice on site to ensure they are working as intended. OAG re-worked where necessary and provided evidence demonstrating that the systems in place were successful.

The final stage of the certification process saw BRE's auditors review OAG's work with projects such as AstraZeneca Travel Hub, 50 Finsbury Square and Morello II, Croydon.

BRE has been raising the standards of the built environment since 1921 and is a recognised provider of training and certification in a range of services, including Information Management. This, along with BRE's reputation within the industry, led OAG to work with BRE for this certification on the basis that it would show that they have received high quality assessment and certification from an industry-leading organisation.

The certification process is thorough, with two main stages, from desktop assessment to onsite assessment and finishing with successful certification when all scheme requirements have been met. BRE's BIM experts assessed OAG throughout the process and successful certification was completed in mid-2022.

Enhancing this achievement, during OAG's certification process, BRE's ISO 19650-2:2018 Information Management Certification for Businesses using BIM achieved accreditation by the United Kingdom Accreditation Service (UKAS), making BRE one of the first and few certification bodies in the world to offer ISO/IEC 17065:2012 accredited BIM

certification, and OAG one of the first companies to hold this Accredited Certification internationally.

Accredited certification provides the highest level of assurance, as the certification scheme and its operation has been and is subject to regular assessments against the requirements of ISO/IEC 17065:2012, so you can be confident in the value of the BRE scheme.

“OAG achieving the recognition of ISO 19650 compliance gives our clients the confidence that when they engage with OAG as an appointed party, they can rest assured that we will provide compliant BIM deliverables. We are very excited to demonstrate our ability going forward and the benefits that a fully coordinated BIM design process will give on site. This is yet another reason why OAG stands out in our industry as a trusted partner, our clients know OAG will be a safe pair of hands.” explains James Batchelor, Design Director at OAG.

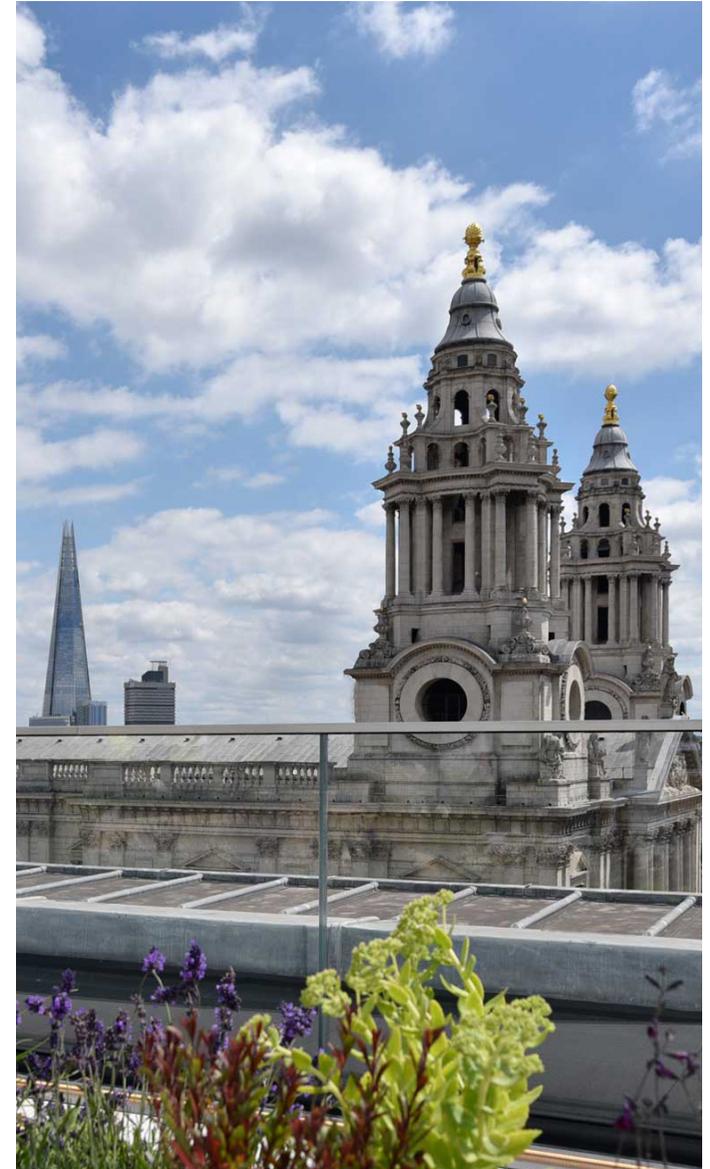
Project outcome

OAG has demonstrated to existing, and potential, clients that the organisation works to the core standards, principles, and workflows of ISO 19650-2:2018, and that their processes are managed effectively. Successful certification showcases that OAG is confident in the BIM environment and competent as an appointed party task team.

Internally, it has led to a much deeper level of understanding of the BIM process and culture across OAG, which empowers their employees to embrace this method of working and seek Individual BIM Certification with BRE in addition to the company certification that has been achieved.

Next steps

OAG is keen to continue developing BIM processes within their organisation as the demand for BIM requirements grows. Certification is maintained through annual audits and OAG is keen to re-engage with BRE on this on an on-going basis. As it currently stands 50% of the design team at OAG is using BIM, Design Director, James Batchelor would like to see this extend to the rest of the team within the next year, to help maintain their certification.



About OAG Ltd

OAG designs and delivers stunning architectural glazing solutions, working on some of the most iconic and challenging schemes in the UK.

Established in 1995, OAG has extensive knowledge and experience built from a wide-ranging portfolio. Their design and engineering capabilities enable them to work and deliver some of the most elaborate schemes.

Their major projects division designs and delivers architectural glazing solutions for medium to large-scale schemes, whilst OAG Select undertakes glazing solutions for smaller value packages, maintenance and glass replacements.

They also have a specialist fire division that advises on and delivers fully tested and certified fire and smoke glazing solutions.



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About BRE

BRE delivers innovative and rigorous products, services, standards and qualifications which are used around the globe to make buildings better for people and for the environment. For a century we have provided government and industry with cutting edge research and testing to make buildings safer and more sustainable. BRE's ambition is to be the world's leading innovation, science and data hub for the built environment. By developing science-led solutions to urgent challenges, we will build a thriving and sustainable world.



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