HAVENSPRING · CASE STUDY

ISO 9001:2015 Certification & Clinical Governance Uplift

Client: National Tertiary Hospital Network **Sector:** Healthcare — 4 hospitals, 3,200 staff

Challenge

A public-private hospital network sought ISO 9001 certification to unlock international insurance panels and to standardise clinical governance across four facilities with divergent legacy processes.

Havenspring Approach

- 12-week gap assessment against ISO 9001:2015 and JCI equivalents
- Restructured 213 SOPs into a controlled document architecture
- Deployed Havenspring CRM ticketing for patient-complaint resolution
- Trained 96 internal auditors and 8 process owners
- Ran two full internal audit cycles ahead of certification body visit

Measured Outcomes

Metric	Result
ISO 9001:2015 certification	**Achieved, 2 minor NCRs**
Patient complaint resolution time	**-63%**
International insurers accepting network	**+11**
Documented SOP coverage	**98% of clinical pathways**
Staff competency compliance	**94%**

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