

Blackwoods
First for industrial supplies and safety

“Liz and the GrowEQ team approached the project from a wholistic perspective. We now have a certified system that empowers staff to drive real, sustainable gains to our bottom line through process improvement.”

Jamie McLeod
Head of Transport, Quality & Continuous Improvement

Iconic Australian Company achieves ISO certification, and gets a brilliant management system...fast!



The Customer

Blackwoods is Australia's leading provider of industrial supplies, and the one place for Australia's tools, safety, PPE, work wear, signage, workplace training and welding & gas needs. Delivering to most locations all around Australia from Sydney, Melbourne and other cities to towns and regional Australia, Blackwoods is Australia's first choice for industrial and safety products and services.

The Issue

Blackwoods needed a management system to streamline their business, create standard and consistent internal processes and to begin their continuous improvement journey. Given the nature of change and growth in the business, the system needed to be simple and easy to use, and up and running within four months, a very fast turnaround for such a large company.

The Solution

GrowEQ worked closely with subject matter experts from Blackwoods to achieve the desired result. Utilising Promapp, we created a system that targeted processes critical to Blackwoods' business, taking sometimes multiple processes and consolidating into a national one. The outcome was a Quality management system that made a real difference, and ISO 9001 certification.

The system continues to be beneficial to Blackwoods, and [Promapp](#) has helped them to unlock their improvement potential with easy-to-follow processes developed, shared and applied by teams every day.