

## CLIENT CASE STUDY *By Will Thornton*



### Bennett Landscape's Management System success



*Bennett Landscapes and Maintenance (BLM) are a family run business that has been active for forty years. During this time they have continually improved their business strategy and knowledge to offer the best possible quality and service.*

BLM specialise in commercial ground maintenance. Their expertise has gained the Company many prestigious projects, creating an impressive portfolio of clients, Burton Knowles, MITIE and Calthorpe estates amongst many others. Since 2008 the Organisation has experienced significant growth with both turnover and staff numbers increasing by 300%, making them now one of the largest landscaping companies in the West Midlands.

The growth that BLM have experienced is not a coincidence. In 2008 they began to implement a Business Management System using the expertise of Ladbroke Consulting's Nicki Hoyte.

The main objective of this System was to create organised processes for all their functions and to create a coherent business that could manage growth. At this point in time BLM had no System in place but needed to implement a robust procurement structure for one of their clients.

Nicki worked with BLM to create a Management System that was simple and effective, but that also met the standards set by ISO 9001 and ISO 14001. Matt Bennett (Managing director) states *"the passion that Nicki presented was astounding. The commitment she portrayed was as if she was one of our own employees... the System would not have nearly as much structure and effectiveness without the specialist knowledge and support offered by Ladbroke Consulting."*

Within a year of implementing this System the Company achieved certification from three prestigious standards: The People Management Standard Investors in People, ISO 9001 and ISO 14001 which alone is an outstanding achievement.

To add to this success they achieved this without a single minor or major non-conformance, a record which has been held to this day through regular surveillance.

In 2013 BLM achieved the health and safety standard OHSAS 18001 creating a completely integrated Management System. This achievement has meant that it can be maintained and changed as a whole, while displaying all crucial information and procedures in a simple and concise layout, making System analysis and maintenance as simple as possible.

When speaking to Matt Bennett it is clear he believes that the implementation of this System was key to his current success, Matt states *"There would be no business without the Management System. The System and structure of the business enabled the astonishing amount of growth we experienced, all of which was created completely organically."*

Visit BLM at:  
[www.bennettlandscapes.co.uk](http://www.bennettlandscapes.co.uk)

**Matt Bennett:**  
*"The System Ladbroke put in place is a fundamental part of our business. Without the System we would never have achieved or coped with the amount of growth we have generated."*

In essence the working relationship between Ladbroke and Bennett Landscapes has led to the development of a Business Management System which is well-balanced and effective that has enabled BLM to offer reliability, expertise and a high quality service time and time again.



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