

Case study: Buildoffsite Registration Scheme



Terrapin has been expanding the potential of modern methods of construction since 1949. It started with the development of prefabricated aluminium frame bungalows that solved the problems of post war housing. Today Terrapin designs, manufactures and constructs single and multi-storey buildings, in structural developments and complexes for almost any use.

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Client

Terrapin Ltd, Milton Keynes, UK.

Business challenge

Third party technical endorsement has always been an important aspect in bringing Terrapin's products to the market, and in giving clients and other stakeholder's confidence in their technical performance and risk limitation. While technology has helped to provide robust and predictable performance, product based assessments are only one aspect of risk management. What major clients increasingly seek is the reduction of project risk and improved predictability.

A second challenge for Terrapin was the retirement of a number of senior managers and business directors scheduled to occur over a comparatively short period of time. Succession plans included a requirement to capture expert knowledge and best practice in the company.

How we helped

Lloyd's Register provided expertise and knowledge of operating similar schemes from other related sectors such as the gas, electricity and water industries, reviewing Terrapin's procedures and third party approvals. An initial assessment of the scope for accreditation was carried out. A gap analysis of Terrapin's design, manufacture and construction activities was performed which also identified gaps or weaknesses in their existing systems, competencies and responsibilities. The measures proposed contributed towards an enhanced risk management process and a comprehensive competency framework mapping critical knowledge transfer needs within the organisation.

Successful outcome

Terrapin were awarded the very first Buildoffsite Certificate in October 2008 and since then the company has benefited from the scheme in a number of ways. The objective of meeting clients' requirement for the management of risk and providing a predictable and robust process has been demonstrated. The scheme does not duplicate or overlap with any of Terrapin's existing certification schemes for products or management systems as it differs principally through its focus on risk and control. It has helped capture process and knowledge that may have been lost as a result of personnel changes in Terrapin. The drive to achieve best practice in the sector is embedded in Terrapin's processes.

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**For further information
please contact**

UK

Terry Mundy
Lloyd's Register EMEA
Hiramford, Middlemarch Office
Village, Siskin Drive, Coventry
CV3 4FJ
T +44 (0)1980 671596
M +44 (0)7712 787851
E terry.mundy@lr.org

Martyn Speight
Lloyd's Register EMEA
Hiramford, Middlemarch Office
Village, Siskin Drive, Coventry
CV3 4FJ
T +44 (0)1509 215213
M +44 (0)7733 301028
E martyn.speight@lr.org

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May 2009



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