



Williams Lake Band and BDC *Planning the future* **TOGETHER**



www.williamslakeband.ca

The Williams Lake Band people, or T'exelcenc, are part of the Secwepemc Nation. With a steadily growing band, their organizational structure was no longer optimal.

"For us," says Marg Shelley, Band Administrator, "the decision to become ISO certified came out of our desire to provide administrative support services to our band members, with as much transparency and accountability as possible."

In 2010, the Williams Lake Band organization, based in British Columbia, officially received its ISO 9001:2008 certification. The band investigated, improved and optimized operating processes, established a benchmark for continuing improvement, and recognized training needs with the assistance of BDC Consulting—a significant achievement for a small community. And with help from BDC Financing, the band's corporations were able to develop a golf course.

Since then, the results have been telling. Besides improving their general financial processes, their new organizational structure has made it possible for them to develop long-term goals. "BDC has allowed us to get clarity on the organization's direction, ensure

the senior management team has focus and direction, identify goals—and set an action plan and an accountability plan to achieve these goals—and create a strategic roadmap with benchmarks enabling management and employees to monitor their progress," says Shelley.

Acquiring outside help like ISO certification can be a crucial factor in the success of any business. But perhaps the most important step in this whole process is first realizing that one's organizational shortcomings are opportunities for the next stage of development. For Marg Shelley and the Williams Lake Band, this realization has made all the difference.

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