

Business facts, tips, ideas, humour and more! It's been a while since the last newsletter, but we've been busy!

New People



Andrew Mooney has joined Standards Plus as a Technical Consultant. Andy is enthusiastic and gets on well with customers. He is an expert at internal auditing and risk assessments!

New Premises



Standards Plus is opening a new office in Newton le Willows, near St Helens. The newly refurbished office are easy to find and a warm welcome is assured. For this office call 01925 222 111 (great number!)

New Product

Standards Plus has launched a new health and safety training product. This fixed priced product is very good value at £999 and appeals to companies who say "make us legal". We train your staff at your site, which means that it's easy for you, and it is tailored to suit your business. Early feedback from customers is very encouraging. Call for more information.

Congratulations to:

Standards Plus are pleased to be associated with:

Almetron – chemical blenders and manufacturers in Wrexham, North Wales on achieving the quality standard ISO 9001. A long standing goal has been reached. The metal frame of your shower may have been treated with their chemicals!

Owens Corning Veil – glass fibre manufacturers in Brighouse, West Yorkshire on achieving three standards at once. The carpet below your feet and the roof lining of your car may contain their products!

Starbank Panel Products – laminated panel manufacturers in Newton le Willows, St Helens for achieving a combined certification for quality, environment, health and safety in just nine months! It was a great effort by a great team! Your office desk may have been made by Starbank!

The Best Management Systems

Ollie Shaw, consultant at Standards Plus, recently presented at the International Quality Conference in Orlando, Florida. His paper "Hot Tips on Integrating Management Systems" was well received. He shared the stage with the Quality Manager from Harley Davidson Motor Cycles (not at the same time, but definitely the same stage)! He also picked up a few hot tips from other presenters and shares them with you:

•**Targets and goals** – consider the current (short-term) target as being part way towards the end (long-term) goal.

•**Integrate or die!** - Most forward looking companies have "common procedures" covering the "common areas" in each standard, such as Document Control.

•**Balanced Score Card** – create a list of performance measures so that you can see how well you are doing "at a glance". We might recognise this as metrics, or key performance indicators, but the name has been given a makeover! Remember to dump indicators that do not add value.

•**Visible Indicators** - Consider using a colour scheme on your score card. Green for "Performance on target", amber for "OK" and red for "Under performance"

•**Purchasing** – This is a key activity when trying to improve the environment, health and safety. Once the purchase decision has been made, it may be a while before the next purchase, so you may be stuck with a poor choice.

•**Internal Auditing** – Ask the question: "How does this activity contribute to our objectives?"

•**Internal Auditing** – Pay your auditors! Some companies pay up to £1,000 because effective auditing is worthwhile.

•**Internal Auditing** – Ask the question: "What can go wrong?" This is the early stages of effective risk management.

•**Traction Control** - for effective meetings: **T**ime, **R**oom, **A**genda, **C**hair, **T**eam, **I**nputs, **O**utputs, **N**eed.

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