

Newsletter

A half-yearly publication designed to inform and communicate with our clients

Welcome to the Winter 2008 issue of our Newsletter. This tells you of any Quality news that may affect your business and keeps you up to date with what's going on at Facilitators.

ISO 9001 revision

A year ago I gave advance notice that the revised ISO9001:2008 standard would be published by the end of 2008.

That standard is now published and I recommend you consider revising your management system to comply.

The main benefits are:

- Simpler to use
- The standard is clearer
- Better compatibility with ISO 14001 (Environmental Management Standard)

The new revision will be the basis for certification by November 15th 2010 and all systems must be updated to comply by then. Our consultants will be ready to support you in implementing this revision from the beginning of 2009. For most of our clients this will require only a half-day session to identify and recommend the required changes to your particular management system. Such a session is separate from the annual review, and following the update the review will be against the new standard.

Please contact Janette to book your update session.

Cashflow – a bit of help?

Would paying for your annual review by monthly Direct Debit help you? If it would, please contact Janette and we'll set it up for you. We'd start collecting 6 months before your next review, and finish 6 months after the review, so there are no net cost implications for you.

Client profile – METCO

METCO are a large, independent provider of flow measurement and metering services for the oil, gas and petrochemical industries worldwide.

FQM initially assisted METCO to develop their quality management system and to attain ISO 9001:2000 accredited certification by a third party body. We were then asked to provide a long-term part-time Quality Coordinator to maintain the certification and coordinate all quality related activities.

Our consultant reported to the Operations Director who set the objectives and tasks to be achieved with a focus on process improvements.

Tasks undertaken included:

- Enhancing the organisation's procedures for purchasing and maintaining their supplier assessments
- Assisting with the quality assurance aspects of tender responses
- Preparing for audits by customers
- Coordinating quality requirements for the client's SVQ programme
- Assisting with meeting trade compliance.

The benefits

METCO achieved and maintained their external certifications, demonstrating compliance with their customers' quality requirements.

Improvements were integrated into METCO's quality management system ensuring that work for customers was carried out to consistently high standards.

Customer satisfaction was further enhanced. One such customer comments: "METCO's standards of performance are faultless."

METCO's Managing Director says:

"The work that Facilitators are doing with us on our quality management system means that I, and importantly our customers, can sleep more easily at nights, knowing that our operations are in good shape to deliver consistently what our customers need and value".

Are You A Born Leader

"Whether you think you can or you think you can't, you're probably right" - Henry Ford

People are not born with any particular skill. We are all born afraid of falling and of loud noises, but after that everything else is learned. So it is to become a leader.

Leaders are made not born. Leadership skills are acquired over a period of time based on several factors. Here are some of them.

1. Leaders come in different shapes and sizes.

It is interesting to study effective leaders. At face value they are all different. They all have developed their own style based on their own personality and what works for them.

2. A true leader accepts responsibility.

Everything from how they speak to how they act is part of being responsible. It is easy to follow them because you know where they are going and know they will lead you as well.

3. Leaders work at being leaders.

They are always improving their skills and learning from the situations they are in. They study people and have learned how to effectively interact with them to get what they want.

4. Leadership starts at the top, but is best achieved when developing a team atmosphere.

Leaders know they can do better when people are working together for one common goal. Sharing in leadership is part of this process. Making everyone accountable for what they do, but judging success on the overall efforts of everyone.

5. Situations call for different types of leadership.

A well-rounded leader is able to adapt to their surroundings and lead accordingly. Coaching a football team is an example of this. Sometimes the players need a kick in the rear and other times they need a pat on the back.

6. Leaders are respected for what they have accomplished in the past. A real leader can speak from a position of practical experience and know they will be listened to because they speak from that vantage point. A respected leader is able to command more from his people than a leader who is not.

7. Leaders seek opinions and compile ideas before forming a game plan. Good leaders know that they cannot come up with every idea that will work. By allowing input they are able to make a more responsible decision.

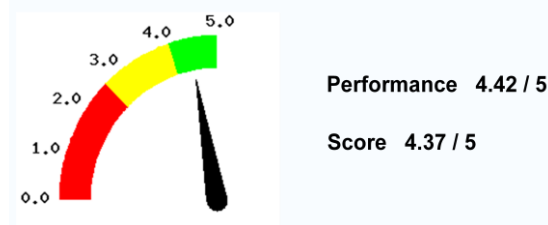
As you can see leaders have skills and they use them to accomplish something every single day. You can become a good leader if you are willing to work and to learn how to become one.

In the present economic climate and recognizing leaders need support particularly at such times, there will be more about leadership in future issues,

Client survey 2008

We held our annual survey again in the autumn. I'm pleased yet again with the results. See chart below.

Customer Survey Results



The "performance score" tells us how satisfied you are with our performance on five key measures. The "score" is your satisfaction in those same areas, weighted by how important you regard them. So we're doing quite well on the things that matter most to you. Long may that continue.

AND FINALLY . . .

We sent this newsletter by e-mail – to save on postage and paper. If you'd prefer to receive this newsletter by post or for further info on any topic in this one, please send an e-mail to:

janette.simpson@facilitators.co.uk

A copy of this newsletter is on our website
www.facilitators.co.uk.

Best wishes to you and your colleagues for a prosperous 2009,

General Manager
Facilitators Quality Management