



Newsletter

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

Welcome to the summer 2009 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.

Telecoms Review – free

A new service from FQM.

You'll appreciate how important quality telecommunications are for your business. To help you make the most of your investment a Facilitators' specialist is offering you a free independent review. Not to be confused with a process of looking at your phone bills to save you money, this is a short informal process that identifies the areas that are most critical to the running of your business. This may include your landline services, internal systems, mobile, broadband and the web as well as ensuring best return on your investments and how new technologies and solutions could benefit your business. The outcome is that you know what is most important to you and what to do about it.

After the review you will have:

- a better understanding of what is good / could be better in your use of telecoms
- a realisation of where telecoms use could be optimised
- areas for savings
- areas where newer telecoms approaches/technologies could be of benefit

The review will take about one hour of your time. To make an appointment please call or e-mail Janette on 01738 625700 / janette.simpson@facilitators.co.uk.

The Bottom-line on Satisfied Employees

The success of an organization does not solely depend on management but on the work of its employees as well. An employee that enjoys his or her position and feels rewarded by their efforts will ultimately be the most successful in their careers and the most beneficial to the company.

There is nothing like being around happy, satisfied employees who bring their optimism and productivity to the organization. These are the employees who are the most attentive to the needs of the customer and strive to go that extra mile to be the most helpful.

A positive attitude is contagious and can change the attitude of every staff member around. However, just as a positive mindset is easily spread, so is a negative one. If a member of the team is unhappy, watch out, this negative or pessimistic attitude can become infectious - contaminating fellow workers and customers alike.

In order to combat negativity in the work place, it is essential that employees receive ongoing motivation from management to perform their work to the best of their abilities. Regular contact with employees is necessary to show that you care about their contributions.

Areas for management to focus on are:

Motivation: remember this is personal and differs from one employee to another.

Goals: share the company's and your own goals with staff and ensure that they see how these translate into their own personal objectives.

Feedback: really watch for people doing good work and recognise it no matter how insignificant. Explain why you think they did a good job – it works wonders. Be lavish with praise and sparse with criticism; when you do criticise be specific and constructive.

Management: staff want to respect and look up to their manager. Don't make that difficult. Be open and honest with them. Make sure they know what you expect of them, and why. Use telling and listening equally. You are the communications channel they want most value from, not the office grapevine. Also give them the opportunity to do more challenging work; managers aren't the only ones capable of rising to challenges! Staff often know what needs doing to improve things – let them show you they are right and can do it.

Client profile – Trilight

Trilight Ltd. are Scotland's largest independent lamp and lighting company supplying to the wholesale, contractor and local government sectors throughout the UK since 1989. Gaining ISO 14001 is seen as a benefit in winning contracts with Council and Facility Management services wishing to have suppliers that take the environment seriously.

When Trilight started looking at an Environmental Management System I imagined a complex system of paperwork, questionnaires, audits and costly improvements to procedures and systems. Luckily, we had Michael Freeman of FQM on hand to guide us. He explained that it needn't be a minefield and cost savings could be gained from the experience. We worked on our Environmental Statement bringing it up to date and expanding the benefits.

We looked into several ways of reducing our carbon footprint, paper usage, electricity, fuel and waste while being able to give our customers a service better than ever. ISO 14001 gets you into a mindset of improving your surroundings which rubs off on to your employees and customers, and when you start the process it's difficult to stop saving money.

We introduced e-invoicing to our customers, saving on paper and postage and all the costly emissions that the postman incurs. Whenever possible we reduce meetings and introduced the use of webcams and Skype (a free internet phone service) saving on emissions, time and travel.

I regularly send e-mails to all of our staff on how to save fuel in their cars by checking the tyre pressure, taking the golf clubs from the boot and closing the windows when driving to stop wind drag. If they save fuel in their cars and see a saving their mindset will save fuel in the company vehicles.

We have improved the lighting in our own workplace by using the most energy efficient lamps available and reducing maintenance. We offer an energy efficient lighting survey as a way of improving the environment and reducing our customer's carbon footprint and thus saving them in energy bills.

By gaining the ISO14001 accreditation our clients can see we are serious about the environment and we can also save money and stop waste.

The list of improvements and changes within ISO14001 are continuous as new methods evolve but its proving to be an accreditation well worth the paper it's scanned on.

Gus Cruickshank, Director Trilight Ltd.

Bidding for work with companies involved with Olympic and Commonwealth Games

Did you know that smaller companies are being encouraged to bid for work related to the London Olympics in 2012 and the Commonwealth Games in Glasgow in 2014?

There is a web site "Competefor.com" that acts as a broker between purchasers and suppliers. As a potential supplier you submit your company profile and this is published to all the companies who may be seeking services such as yours. Of course, companies made aware of you through this means may also use you for other work.

One thing to note is that the business profile pro-forma asks for details on:

- your quality, environmental and health & safety policies
- your certifications of compliance with ISO standards relating to the above

This is yet another example of where these standards are an essential aid to getting new business and retaining existing business.

FQM website

We are enhancing the information we provide on our website about FQM service and will soon be including some new pages on the Facilitators website. For ease of access these will be found at www.fqm.uk.com.

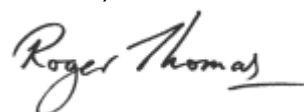
AND FINALLY . . .

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 succeeding through the business turbulence in 2009,



*General Manager
Facilitators Quality Management*