

# Newsletter

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

Welcome to the Winter 2007 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.

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## ISO 9001 update

The ISO standards are regularly updated to ensure that they continue to reflect best practice and are practical and beneficial to organisations using them.

The International Standards Organisation has started its latest revision of the standard. The target publication date for the revised standard is 31 October 2008 and its likely title is ISO 9001:2008. When the previous standard was upgraded from the 1994 to the 2000 version, registered companies had 3 years to satisfy upgrade audits. It's not likely that this much "catch up" time will be allowed for the 2008 upgrade, in our opinion, as there are plans for a more radical review of the 9001 standard for 2010.

Be aware that the 2008 revision is on its way. Facilitators Quality Management will monitor progress towards the upgraded standard and we'll let you have good notice of the implications for your business.

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## Making an exhibition of yourself

Do you have any plans to exhibit at a conference or attend a major industry show in 2008 to promote your products and services?

Do you consider training your staff before they attend such an exhibition on your behalf?

Exhibiting is a powerful extension of a company's marketing strategy. Exhibition staff training is essential for a unified and professional image. Exhibition staff are -

- Company ambassadors on the exhibition floor
- Representing the entire organization.
- Responsible for making or breaking future relationships with attendees, prospects and customers

- Key to making that first impression

*'What do you know about what you do to your customers?'*

*Professor Merlin Stone*

A survey commissioned by CEIR ([www.ceir.org](http://www.ceir.org)) showed, without doubt, that companies who trained their staff in meeting and greeting, qualifying, demonstrating and closing techniques and who spent time going over exhibiting goals and objectives, were also those who realised the greatest number of quality leads.

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## Health & Safety bit

### HS – (Health & Safety)

Failing to identify and tackle hazards can cost lives and result in prosecution of the negligent party. Although Health & Safety legislation was established 1974, it is only recently that negligent employers have been subject to severe penalties.

Demonstration of compliance through OHSAS 18001, the new Health & Safety management standard, can benefit companies through providing a safer working environment and reducing risks in the workplace. And hence minimising both the costs and the management headache of exposures to such risks.

See also our "Client Profiles" below

### E – (Environmental)

The environment has really arrived on the business agenda! It is no longer just the air we breathe, or the world we live in, businesses should address the environment in order to maintain customers, and thrive in an ever-critical economy.

ISO 14001, the main environmental management standard provides guidance and advice on a wide range of issues including auditing, labelling, life cycle assessment, and stresses the need for continuous improvement in striving to protect the environment, not only for us but also for the future generation to come.

FQM can advise and assist clients in achieving compliance with these standards.

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## Client profiles

FQM is proud to support many successful and go-ahead companies. Here are two of them.

### Scotgrip (UK) Limited

In the workplace, "Slips, Trips and Falls" make up one of the highest accident statistics. To avoid such accidents, the advice "take more care" is just not enough. Workplace design is essential for avoidance of injury and Scotgrip (UK) Ltd provides durable, high traction anti-slip safety products for use on stairways, walkways, decks, ladders, ramps and gangways; those areas presenting the highest risk of incident.

The company not only manufactures anti-slip safety products, but also provides a year-round fitting service together with advice on slip avoidance by the best use and application of their products.

Scotgrip has been an FQM client since January 2001. They achieved the Investors In People (IIP) award first of all, and then FQM Consultant Dr. John Roff worked with them towards the ISO 9001:2000, the ISO 14001, and OHSAS 18001 standards, to which we certify the company. Scotgrip MD Ralph Prise commented, "Getting these standards was the start of us getting our act together. We use these systems to run the business. You always need to keep getting better." See: [www.scotgrip.com](http://www.scotgrip.com)

### Oilfield Material Management Ltd.

OMM provides an extensive range of Drilling Tools for rental to the Oil & Gas Industry Worldwide. Established in Aberdeen in 1990, OMM have developed an enviable reputation for quality in the downhole tool rental market.

OMM also offers a Material Management Consultancy, providing management and storage services. They have designed and implemented their own inventory management system enabling them to track their and client's equipment efficiently, thus improving the effective management and utilisation of rental equipment.

OMM is certificated to ISO 9001:2000 to ensure compliance with industry requirements.

Throughout the Oil & Gas industry Health & Safety is of paramount importance and the QHSE manager is a key member of the management team. While recruiting a new manager, OMM needed this vital gap to be filled and FQM Consultant Elaine Stewart is currently the company's interim QHSE Manager. She is ensuring that the company's commitment to safety is maintained and enhanced without disruption to operational efficiency. The company website is at: <http://www.omm.net/>.

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## Facilitators New Website Launch

At the end of this month we will be launching our new website. The new site is designed to let our customers know of all the Facilitators services and how our three areas of expertise:

- Process Excellence
- Project Excellence
- People Excellence

can help you improve your business.

Please give us a visit at [www.facilitators.co.uk](http://www.facilitators.co.uk)

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### AND FINALLY . . .

*If you liked our newsletter, please let me know. If you didn't – please tell me how we should do it better. If you'd like to receive this newsletter by e-mail, or for further info on any topic in this one, please send an e-mail to:*

[janette.simpson@facilitators.co.uk](mailto:janette.simpson@facilitators.co.uk)

*Our plan is to issue these newsletters twice a year. If you have any topics you'd like us to cover in future, please let me know. A copy of this newsletter is on our website [www.facilitators.co.uk](http://www.facilitators.co.uk) - so you can download further copies or refer your colleagues to it.*

*Best wishes to you and your colleagues for a prosperous 2008,*



*General Manager  
Facilitators Quality Management*