


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Status is registered to BS EN ISO 9001, BS ISO 14001, BS OHSAS 18001 and Investors in People for the design and delivery of consultancy and training services. All Status consultants are approved to undertake assignments for Business Links. So, if you are thinking of using Business Links for advice, then think of Status too. Our business is continually improving the performance of our clients.

STRATEGY

-  Business Excellence
-  Strategic Planning
-  Business Continuity Management and Disaster Recovery
-  Manufacturing Strategy and Lean Manufacturing

PEOPLE

-  Investors in People
-  Staff and Management Team Development

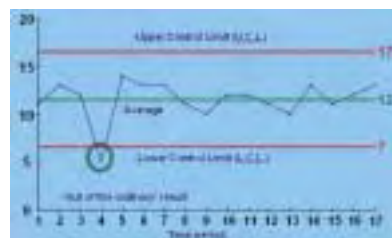
SYSTEMS

-  Quality Improvement
-  Environmental Improvement
-  Health and Safety Improvement
-  Information Security Improvement
-  Social Accountability, Corporate Social Responsibility
-  Integrated Management Systems Improvement
-  Risk Assessments and On Site Inspections
-  EU Directives

How to distinguish the "ordinary" from the "out of the ordinary"

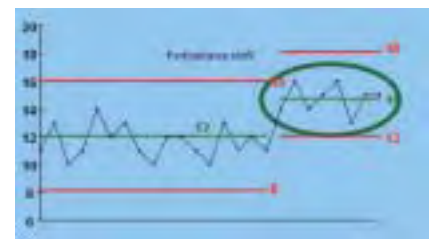
There is a very powerful tool for looking at data that distinguishes "ordinary" from "out of the ordinary" behaviour. The technique can be applied to any data reported over time; for instance, sales, inventory, staff turnover or accidents, and any time sequence can be used ie, monthly, weekly, daily, hourly or even by the minute.

This technique is known as Statistical Process Control (SPC) (also called process behaviour charting) and has been fundamental in underpinning the rise in the quality of products and services worldwide. SPC involves interpreting data on graphs known as Control Charts. The application of Control Charts focuses attention on fruitful areas for improvement as well as assisting users to detect and respond effectively to any emerging difficulties – 'the bells ring at the right time'. Control Charts are strong in detecting 'out of the ordinary results' and longer term 'performance shifts' (both good and bad).



Control Charts track performance over time and show an average line along with two additional lines either side of the average known as Upper and Lower Control Limits (shown as UCL and LCL in the graph above). The control limits reflect the amount

of variation inherent in the process (ie just the natural process variation). They help us to detect single point 'out of the ordinary' results (often called special causes of variation) and runs of results indicating a 'performance shift' (see diagram below).



So what is the benefit of this approach? The performance of all individuals, teams, departments and functions, in fact the performance of all processes and systems will vary over time. Most activities that can be measured are subject to variation, even if the variation exists only in the way in which the measurements are taken.

Taking a sales example, a sales person will be patted on the back for a "good" month and kicked a little lower down for a "bad" month but both of these figures could actually be within the "expected" variation. Without SPC you won't know.

SPC allows managers to take different actions for different reasons and manage effectively the continual improvement process.

For further information contact Mark Woods on 07976 426 286 or mwoods@status.uk.com.

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Supervisory and managerial training

ARCA and ATAC are the premier trade bodies in the second most regulated industry in the UK: asbestos removal. ARCA, the Asbestos Removal Contractors Association, is the trade body for the contracting side of the business, whereas the Asbestos Consultancy and Testing Association (ATAC) is the body responsible for the testing and monitoring of air quality and other technical issues relating to the work of the contractors.

As might be expected in such a dangerous industry, the training focus is predominantly on health and safety. Realising that there was an opportunity to broaden the training

focus, Statius has been discussing a range of supervisory and managerial training in a range of subjects including:



- Excellence and continual improvement (understanding where the business is going)
- Managing yourself (understanding how you fit, and how you operate, in the wider business context)
- Managing people (understanding how to get the best from others)
- Developing people (skills for growing and developing others)

- Effective communications (skills for effective communication)
- Planning (skills for developing your business and your projects)
- Contract management (skills for winning major contracts)

It is anticipated that the courses could be taken individually or as a complete program but, once all modules have been taken, the delegate will be recognized as an ARCA/ATAC certified supervisor or manager.

Should you, or anyone else you know, be interested in the above or similar courses which could be designed to your specific needs, please contact Mark Woods or Marc Byrne of Statius.

Are you ready?



The Corporate Manslaughter and Corporate Homicide Act 2007 came into force on 6th April 2008.

The Ministry of Justice has issued guidelines on this new offence which will permit prosecutions of companies and other organisations where there has been a gross failing throughout the organisation in the management of health and safety and where there have been fatalities.

Various organisations have already produced guidance documentation which can be found on the following websites:

www.justice.gov.uk/guidance/manslaughteractguidance.htm

www.iod.com/hsguide

www.hse.gov.uk/leadership

The route to integration

The quality management system ISO 9000 has now been around for over 20 years, since which time the world has changed radically. There are now a variety of sector specific management standards as well as standards for the environment, sustainability, health and safety, information security and social accountability.

Late last year, another "standard" was issued: PAS 99. This Publicly Available Specification (PAS), a sort of draft ISO standard, sets out practical requirements necessary to develop an integrated management system. There are now over 800,000 quality management certificates issued the world over and another 100,000 environmental registrations. Increasingly, companies are seizing the opportunity to develop an integrated management system which combines the requirements of two or more of the above standards and this new PAS shows the way.



Mark Woods, MD of Statius, commented, "The obvious benefit of developing an integrated system is the removal of a lot of duplication and repetition that usually exists with un-integrated systems. However, a bigger benefit is that, by developing a holistic system which reflects the organisation's activities, the organisation not only gets better "buy in" from staff (because the system now looks like the business) but it also brings a coherence to the systems and provides a better business focus."

For more information on integrated management systems, call Mark on 07976 426 286 or email him at mwoods@statius.uk.com



NEW CLIENTS

Tamdown Group

The Tamdown Group is an ambitious construction firm with the resources and expertise to provide comprehensive solutions for site remediation, civil engineering, groundworks and concrete structures.

The Group, growing significantly with a £75m turnover and 600-strong staff base, has appointed Status to undertake a rigorous review of its existing management systems. The objectives are as follows:

1) To create an integrated management system that reflects the needs of the business and, in doing so, meets the requirements of

the (already BSi registered) quality, health and safety, and environmental systems. However, the emphasis is, rightly, on the needs of the business.

2) To carry out a comprehensive schedule of audits of both head office and on-site activities to ensure that policies and practices are being properly executed in accordance with Tamdown "best practice" and with ISO 9001, 14001 and 18001.

Chris Doré summed up the work to date: "The new management system has replicated what it did for us when it was first set it up; it brought order, structure and solid systems to support the business."

Contact Chris Doré or Mark Waine at Tamdown on 01376 320 856.

D&J Roofing

D&J Roofing are members of the Confederation of Roofing Contractors (CORC) who were themselves recently registered to ISO 9000 by TUV. As a direct result of CORC's registration, Status and TUV have been marketing their services to the membership base of CORC.

Status has previously worked with a range of roofing companies but D&J, a very forward thinking roofing company in every aspect of their business, were the first to sign up from this very focused initiative.

Contact Dave French at D&J on 020 8693 8822.

Demelza's Donation

Every year in the UK, around one billion Christmas cards are thrown away – and will still be in landfill 30 years from now. For Christmas 2007, for the first time, Status did its bit towards reducing this waste by sending Envirowise e-cards.

The money saved on the purchase of traditional Christmas cards, on printing and on postage costs was donated to the charity Demelza, an organisation providing hospice care for over 450 children with life-limiting illnesses and their families across Kent, East Sussex and South London. To learn more about Demelza's work and events, or to make a donation, visit their website www.demelzahouse.org

Tender Assistance – Guidelines short-circuit the sales process

Lawrence Willsey and Alan Knight of Guideline Lift Services were so concerned by the amount of time that their sales staff were spending responding to the increasing complexities of pre-qualification questionnaires (PQQs) and tenders that they commissioned Status to help.

The questions in some of these pre sales processes were increasingly jargon fueled. Questions related to the Business Excellence Model, sustainability, corporate social responsibility, ethics, business continuity plans, disaster recovery, IT security and a number of other issues. All Guidelines wanted to do was a good job installing or servicing lifts for the customer but they were being hampered by mountains of gobbledygook and paperwork.

Mark Woods of Status worked closely with Lawrence to develop a user-friendly guide to each of the above and many other issues of management speak. The end result is an easy-to-read document that:

- defines each of the terms;
- provides background information;
- details how the issue affects the company;
- outlines Guidelines policy and procedures; and
- provides reference to relevant articles and web sites.

The sales team at Guidelines can now get on with making sales as the vast majority of questions are answered by the new outline policy and procedures document.



Assessing opportunities for improvement

As part of our own continual improvement activities, we have been looking to make the “typical sales visit” a more rounded experience which provides a benefit to the potential client as well as the possibility of opening an opportunity for Status to deliver further benefit.

After careful consideration, we have developed the Status continual improvement assessment which is



based on the Business Excellence Model (BEM), a practical management tool used by numerous organisations to measure where they are on the path to excellence. Indeed, the Excellence Model is often used as part of the pre-tender process for many organisations. The Model has been developed in two parts: the first focuses on the things that an organisation does and is called “the

enablers section”, and the second focuses on the results obtained. The two parts are themselves split into nine criteria, as shown below.

Sales visits, which have now been re-named Status Continual Improvement Assessment (SCIA) visits, are now largely conducted against the Model. Companies wanting to continually improve are sent a couple of questionnaires, ideally to be completed before the visit and by all members of the top team. As I said, “ideally”, we do understand that people are busy!

The visit then explores the results from the questionnaires which allow the consultant to drill down into issues that are of concern to the potential client. The result is that the Model is used as an innocent third party and the client gets to explore real issues relevant to his/her business regardless of the Status skill set.

If you would like to book your own Status Continual Improvement Assessment, with no obligation, please call Barry or Denise on 020 8460 3353 so that they can set up a meeting with one of our consultants.

Meet the team

Charlyn Holland, an



IRCA registered QMS 2000 auditor with ISO9001:2000 lead auditor training, joined Status Management Services Ltd in May this year.

Charlyn comes to Status offering 10 years experience of quality engineering in the aerospace industry; her main achievements include implementing a supplier audit process and being responsible for the quality management of a varied supplier base. Her broad engineering background has enabled her to facilitate 8D problem solving sessions in response to issues that have arisen during the manufacture of electro-mechanical components.

Being a strong believer in education, she gained an Open University Honours Degree in Mathematical Sciences whilst working full-time. She has been consistently developing her auditing expertise by ensuring that she is up to date with the relevant professional qualifications and is currently working with Status clients in implementing environmental and quality management systems.

Charlyn chose a career in consultancy with Status as it is a forward thinking company, allowing her to develop new ideas, knowledge and experience whilst being able to work flexible hours and enjoy spending her days off with her young son. She looks forward to contributing to the continuing success of Status Management Services Ltd.

The Enablers

Leadership

Policy and strategy

People management

Resources and Partnerships

Processes

The Results

People results

Customer results

Society results

Key performance results