

RAISING STANDARDS



STATIUS
MANAGEMENT SERVICES

Who are Status Management Services Ltd?

Status, with his guiding light, was the inspiration for Dante on his epic journey from Purgatory to Paradise.

Inspired by the same desire to enlighten, Status Management Services was founded in 1991 to help clients make light work of raising standards.

In today's competitive environment, all organisations are subject to an increasing range of risks and, in order to manage these risks, it may be necessary to develop robust management systems and associated practices. Sometimes this will be to exploit an opportunity, sometimes to meet the requirements of a particular standard, sometimes to comply with legislation.

Status Management Services Ltd specialises in helping clients develop and maintain their management systems; the core skill of Status consultants being the identification and implementation of practical solutions to complex organisational, standard or legislative problems.

The Role of Status

The principle focus of our activities is to reduce the significant burden increasingly placed on organisations as they endeavour to develop systems to manage risk.

Client benefits include:

- Practical solutions to complex problems
- Professionally managed processes and systems
- Reduced bureaucracy and red tape
- Relief from routine, yet necessary, work
- Securing your 'licence to operate'
- Continual monitoring of evolving risk requirements
- Freedom to concentrate on your core business
- Peace of mind

All of our activities are specifically designed around individual client requirements with a view to managing risk, increasing profitability and ensuring that senior management teams have peace of mind.

Status is unique in its ability to deliver these benefits, offering clients a service which responds dependably, rapidly, competently and professionally to all organisations requiring practical solutions to complex problems.

Status is recognised as an Investor in People and operates an integrated management system for "the design and delivery of management consultancy and training services" in compliance with quality, health and safety and environmental management standards.

All consultants are also registered with a relevant professional institute and are approved by the Business Links.



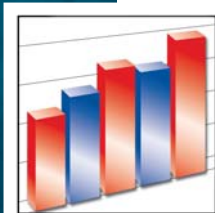
Risk Management

Business is inherently risky and many of us thrive on risks associated with starting, running and growing a business. New staff, new customers and new products are all inherently risky: these are the risks we seek.

However, there are risks that we don't seek, risks we need to plan for and those we want to positively avoid. These are the wider aspects of business risk which senior management teams need to control in a way that is both practical and adds value to the organisation.

Status's services go beyond compliance simply because it makes sound business sense to manage risk effectively and to embed internal controls into the business processes set by an organisation to pursue its objectives. Used properly, risk management processes are powerful mechanisms which will improve your organisation's performance.

Risk management focuses on identifying both upside and downside risks, evaluating which of these are important to deal with, and implementing strategies to deal with them. Effective risk management practices can increase your organisation's chances of success and reduce the possibility of failure.



Business and Strategic Planning

Business and strategic planning is about identifying the organisation's exposure to uncertainty. This requires intimate knowledge of the organisation, the markets in which it operates, the legal, social, political and cultural environment in which it exists, as well as a sound understanding of the organisation's strategic and operational objectives. The planning process includes:

- Analysing the external environment to identify risks and to create new opportunities
- Developing a vision for the future based on those risks and opportunities
- Communicating the vision to staff so that they know what is required of them
- Identifying and measuring issues critical to the success of the plan
- Providing the training and development opportunities that help staff move the organisation towards its vision

The plan can then be used as a decision making tool which can in turn be used to encourage and motivate your staff, locking in their efforts to the goals of the organisation.



Quality (Business) Management

Status specialises in implementing and maintaining management systems to a variety of standards. The archetypal standard being the prestigious and internationally recognised quality management standard: ISO 9000. However, by defining quality as meeting customer satisfaction targets and the organisation's current measurable objectives, the emphasis changes from one of quality management to one of business management.

Organisational success using management systems reduces risk and enhances performance through the implementation of practical and structured systems and processes. These processes are then developed and recorded as "best practice".

Thereafter, the organisation is required to continually review and improve the methods employed to deliver its services to further enhance customer satisfaction.

Status also has in-depth experience of sector specific standards including HACCP, TickIt, TS16949, AS9100 and others.

Environmental Management

Environmental management systems require an organisation to determine its current environmental performance and to develop programmes and systems to ensure that such performance is continuously monitored and improved.

The activities focus on:

- Identifying the impact of an organisation's activities and processes on the environment
- How the organisation conforms to current environmental regulations and legislation
- Developing processes and a management system that seek to generate continual environmental improvement.

Environmental management systems are usually developed in accordance with the international standard ISO 14001 or EMAS.

Investors in People

Status Management Services Ltd also specialises in the implementation and maintenance of the coveted Investors in People (IiP) award.

Investors in People provides a framework for integrating people development with business strategy. It encourages companies to identify best practice so that the performance of the organisation can be improved through its people and a culture of continual improvement.

European Union (New Approach) Directives

Status plays a major role in assisting companies to meet and maintain the requirements imposed by European Union (EU) directives.

EU directives for particular products are issued to member states advising that compliance will be compulsory beyond a certain date. The client company then has to determine how they are to meet the "Essential (Health and) Safety Requirements" imposed by the directive and the associated member state legislation.

Examples of products requiring compliance to EU directives include:

- Electrical equipment
- Explosives
- Lifts
- Machinery
- Marine equipment
- Medical devices
- Pressure vessels
- Recreational craft
- Toys

Health and Safety Management

A whole range of health and safety activities are undertaken, from COSHH assessments, risk assessments, method statement development, on-site audits, policy and procedure development, up to and including the implementation of a fully documented health and safety system.

One such system is the occupational health and safety assessment series (OHSAS) 18001 which provides a recognisable health and safety management standard for assessment. OHSAS 18001 requires an organisation to determine its current health and safety activities and to develop programmes and systems that focus on the elimination of risk to staff and other interested parties.

These processes are then developed into a management system that seeks to ensure that health and safety performance is continuously monitored and improved.





Diagnostic Reviews and Health Checks

Comprehensive diagnostic reviews can be undertaken against any of our service offerings. The initial diagnostic will involve a critical evaluation of existing systems against the specific issues you wish to address.

The organisation will be provided with a short confidential report on the findings with advice and guidance on actions to be taken to bring the organisation up to speed.

A Status health check will provide an independent and comprehensive review of your entire organisation from top to bottom. The review will investigate the current condition of all key departments and functions, i.e. planning and strategy, sales and marketing, innovation, operations, purchasing, finance and much, much more. This enables senior managers to step back from the day-to-day activities and to see if the organisation is achieving its full potential. The health check is conducted by one of our consultants who will:

- Provide new insights into your organisation
- Provide constructive feedback
- Highlight areas for improvement
- Generate a detailed, but practical, plan of action highlighting the areas for improvement



Manufacturing Strategy and Lean Manufacturing

Manufacturing strategy can be defined as a set of co-ordinated and planned objectives and actions for a company's production function, aimed at securing medium and long-term sustainable advantage over its competitors.

The production function requires a strategy to ensure a match between the company's markets and the existing and future abilities of the production system. A robust manufacturing strategy generally addresses:

- Manufacturing capacity
- Production planning/stock control/JIT/materials' optimisation
- Organisation and personnel
- Quality
- Production facilities
- Use of technology

It is now generally accepted that the production function is at the heart of a manufacturing company's success. This strategic approach must be combined with a pragmatic approach to continual improvement at an operational level if a company is to thrive in its chosen markets.

Lean manufacturing is a way of organising the resources of a factory to optimise the output. The theory of lean manufacturing can also be applied to services, the objectives of "lean" being:

- To identify waste elements in a system (Muda 7 Streams of Waste)
- To apply Value Stream Analysis to a complex system
- To be able to identify and implement the 5Ss of lean
 - Seiri (sort, necessary items)
 - Seiton (set-in-order, efficient placement)
 - Seison (sweep, cleanliness)
 - Seiketsu (standardise, continual improvement)
 - Shitsuke (sustain, discipline)



Risk Assessments and On-Site Inspections

All organisations are under a statutory duty to carry out an assessment of risks pertinent to their workplace. If an organisation employs five people or more, the risk assessment must be in writing. Legislation requires that the assessment is carried out by a "competent person" who needs to examine the activities of the entire organisation to identify any

potential hazards, the likelihood of those hazards causing harm and the steps required to eliminate or minimise the risks.

In some sectors, for instance construction, companies use Statius to supplement their own resources for project or site based risk assessments. In these instances, Statius may adopt the client's existing practices. Alternatively, it may be preferable to use an existing Statius approach or to develop something completely new.

Information Security Management

Information is the lifeblood of all organisations and it can exist in many forms: print, electronic, e-mail, video, film or the spoken word. In today's competitive environment such information is constantly under threat from many sources.

With the advent of PCs, e-mails and the internet, organisations are exposed to completely new areas of risk. Viruses, worms and Trojan horses have been given completely new meanings. However, information security management may also need to attend to the more old fashioned risks arising as a result of human error, staff security and even industrial espionage.

Statius can assist organisations to identify and value information assets, assess threats and the associated vulnerability of the assets, identify existing controls, assess associated risk and develop controls, where required, or accept the risk. This process can be undertaken in isolation or in accordance with codes of practice and standards such as ISO IEC 17799 and ISO 27001.



Social Accountability and Corporate Social Responsibility

Increasingly, the public, customers, shareholders, government departments and international bodies are expressing concern over the way in which companies conduct their business. These parties want assurance that products and services are provided without people being exploited.

Implementing a social accountability management system proves to customers that your company has taken steps to protect workers' rights and to ensure ethical provision of all goods and services. Essentially, social accountability shows that just and decent working conditions are maintained throughout your supply chain.



Customer Surveys

One of the first principles of good management is listening to your customers. Customer surveying is an essential listening tool that can yield important information about customer expectations, customer satisfaction and strategies for improvement.

Statius can help you identify your objectives, what you want to know and from whom and what to do with the data. We will then carefully consider, with you, what method is best suited for gathering the customer information and how best to report the results.



Integrated Management Systems

Increasingly, organisations are developing more than one management system. An integrated management system is one where all the internal management practices are developed into one seamless system which enables the organisation to meet its objectives.

Ideally, an IMS should integrate all currently formalised systems focusing on quality, health and safety, environment, personnel, finance, security, etc. However, it is recognised that, with some organisations, this might not be possible and a gradual approach to implementation needs to be taken. Essentially, any integration needs to reflect the style of leadership and the culture of your organisation.





Maintenance Services

Status takes the view that, as part of a project, there should be a transfer of skills from Status to the client and that, at the end of a project, the client will be in a position to run the systems without further assistance from Status.

However, it has been found that many clients request an ongoing relationship and, where these services are required, Status is happy to design support contracts around individual client requirements.



Business Continuity Planning and Disaster Recovery

Disasters can occur in an instant and their effect can often be felt for years. Disasters can involve terrorist attack, human error, corruption, deceit, or failure of mission-critical processes or even suppliers; they can be the result of forces of nature or the consequence of malicious attack. Business continuity management is the process of assessing and managing risk with the purpose of ensuring that the organisation can survive if the risks materialise.

Business continuity is not just concerned with disaster recovery. It addresses everything that could affect the continuity of service over the long term, such as the inability to meet a major contractual commitment, staff shortages in specialist areas or a telecom failure. Business continuity planning and disaster recovery planning are therefore fundamental to the well-being of an organisation. Clearly, they are intended to ensure continuity in the face of unforeseen or difficult circumstances.

Where required, these processes can also be developed in accordance with BSI's Guide to Business Continuity Management, PAS 56.



Business Excellence

The Business Excellence Model provides a framework for continual improvement based on a self-assessment process, the aim of which is to identify organisational strengths and areas for improvement.

Regardless of size, sector, structure or complexity, all organisations need to establish appropriate management systems in order to be successful. The Business Excellence Model provides a practical tool to help organisations to do just this by measuring where they are on the path to excellence. The model then allows the organisation to understand the gaps between current performance and excellence and provides a focus for stimulating solutions.



Management Team Development

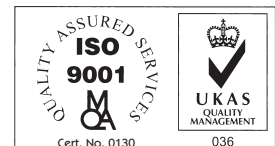
Status is increasingly being asked by clients about issues surrounding the development of their management teams.

Each company is different and will have different challenges within its management structure. An example includes communication and motivation, or managers finding it difficult to manage the transition from shop floor to a more strategic role. Status is able to help by offering support and advice with:

- Strategic planning days for senior management teams.
- Development of a middle management team to support the functions within the organisation, including shop floor, accounts, stores, and engineering functions.



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Harlequin House, Bickley Crescent, Bickley, Kent, BR1 2DW
Tel: 020 8460 3345 Fax: 020 8460 3346
E-mail: status@status.uk.com Internet: www.status.uk.com



PROMOTING BUSINESS EXCELLENCE