



(BSB is a trading style of BSB Outdoor Ltd.)

Philosophy

BSB will constantly strive to deliver the finest quality of service, manufacturing quality and customer relations, consistently delivering exceptional manufacturing quality and on-site service, sound strategic thinking and honest common sense advice to all its clients.

Objectives

To create a financially successful business working with national and international clients that will offer quality, enriching, fulfilling employment for its directors & staff, and value to its shareholders whilst working within its policies on quality, equal opportunities employment, health & safety and the environment.

Overall

- BSB aims to ensure that the needs of our clients are clearly understood and met through close liaison at all stages of our work
- We ensure we only accept work within our areas of expertise and within our capacity to deliver within the project plan
- All work is conducted to a high professional standard with sensitivity, technical and commercial integrity
- We communicate clearly and effectively with everyone
- The company is committed to effective quality management at every level within the business. Central to the philosophy of the company is the belief that quality is the responsibility of every member of staff and the quality policy is upheld and supported by management at all levels.

Reporting

- Reporting will be as jargon free as is possible and accessible
- All documents will be reviewed by Directors prior to submission to a client.

Staff

- A nominated Director is responsible for the work of the project, including that of sub-contractors
- Staff and sub-contractors are selected on the basis of how their skills meet the requirements of the project
- Staff and Directors receive appropriate training which is reviewed periodically during the firms appraisal process
- Staff are given appropriate authority and resources within the scope of their responsibilities which are set out in their written job description and forward job plan
- Periodic audits and reviews of staff and project work are undertaken to ensure that standards are maintained and opportunities for improvements sought.

Project management

- The project plan which has been agreed with the client is clear, achievable and rigorously followed and managed
- Any changes to the project plan are agreed by BSB and the client; a project Variation Notice will be issued detailing the variations to the original project plan
- The progress of projects is subjected to review by meetings and projects are managed via a hard copy and on-line system. Agenda minutes and action points from these are recorded with other key project information.
- Risk, issues and learning logs are maintained throughout the projects

- Issues are managed using corrective action techniques
- A project debrief is undertaken at the end of the project and a project closure statement is issued and signed by both BSB and the client

Data control

- All appropriate documentation is maintained, controlled and archived
- Electronic data is maintained and backed up on networked servers. Every week a full copy is cycled to a separate physical location