

Delivering added benefits

Customers of third party logistics firm Seafield Logistics are benefiting from a new quality management system designed to reflect the role it plays in managing the business.

User friendliness is one of the key elements to ensure the success of any quality system and this is very much at the forefront of the development of the Seafield Business Management System. Manuals are short and all procedures are simplified with the use of flow charts giving clear responsibilities.

Mark Strong, Managing Director, says: "The Business Management System sets standards by which to measure the business and not just information to satisfy a manual. What we have now is a real living system that will benefit our customers and help us deliver our business goals."

Audits are currently taking place in Seafield's operating centres across the UK and final certification to ISO9001 is expected to be awarded by November 2008.