

# Quality system delivers an added benefits for customers

## **CUSTOMERS of third party logistics firm Seafield Logistics are benefiting from a new quality management system.**

Seafield have named the new initiative a 'Business Management System' to reflect the role it plays in managing the business.

Seafield's Business Management System has been developed with the assistance of specialist advisors Quality Improvements

UK Ltd. The new system has been tailored for Seafield's operation.

Nigel Albans, MD at Quality Improvements confirms: "We are working with Seafield to ensure that they have a straightforward system that will benefit their customers and will deliver the company's business objectives."

'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.

Mr Albans explains: "Each process gives simple instructions which are easily understandable. This approach ensures consistency with delivery."

Mark Strong concludes: "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.