QHSE Horizons

A quarterly magazine from Atalian's **Q**uality, **H**ealth, **S**afety & **E**nvironment Team

Quality: "***The standard of something as measured against other things of a similar kind; the degree of excellence of something.***"

What Is CIMS Certification?

CIMS applies to management, operations, performance systems, and processes. Compliance with the Standard demonstrates an organization is structured to deliver consistent, quality services that are designed to meet the customer's needs and expectations. It sets forth processes, procedures, and supporting documentation proven to be characteristic of customer-driven organizations. CIMS is nonprescriptive and each individual organization has the flexibility to choose the most effective ways in which to meet its requirements.

The Standard is divided into six areas of management best practices:

- Quality systems
- Service delivery
- Human resources
- Health, safety, and environmental stewardship
- Management commitment
- Green Building(GB)

What are the benefits to Atalian US:

- Develop an organization master plan
- Operate more efficiently
- Develop best practices
- Confirm performance
- Measure quality
- Distinguish themselves from their competitors
- Improve their bottom line
- Better meet the demands of their customers
- Improve the overall quality of their services

In the coming months look here for more information on the company's migration to and the use of **CIMS.**

Sources: www.issa.com/certification-standards/cleaning-industry-management-standard-cims/get-cims-certified.html

http://www.issa.com/data/moxiestorage/certifications_standards/cims/cims_faq.pdf

Every business owner likes to think that he or she has a commitment to quality. Here are 5 steps you can take to put you on the right path.

1. Make a commitment

So are you ready to commit? If you are, you should tell your staff—and then think about how you will handle the first conflict between your stated objective and a pressing deadline or an attractive short cut.

2.Track mistakes

If you are going to commit to quality, first you must define exactly what quality is.

3. Invest in training

Training takes on several dimensions. For starters, you should set up a new-employee initiation program that trains workers to focus on quality issues from their first day on the job.

4. Organize quality circles

Your staff members may roll their eyes at the introduction of such a dated technique but organizing employees into quality circles can be an effective way to identify and address problems.

5. Have the right attitude

Too many people turn the quest to improve quality into something oppressive.

Source: https://www.inc.com/guides/2010/09/5-ways-to-improve-quality.html

ATALIAN GLOBAL SERVICES

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Achieving Quality thru Planning and Action

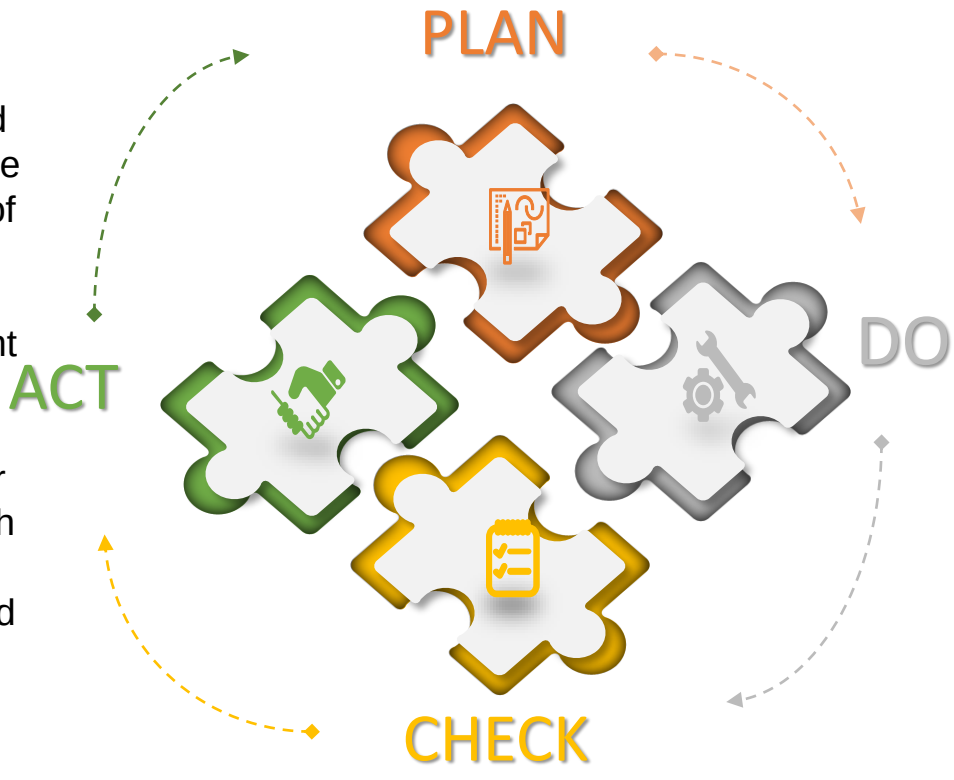
Achieving consistent quality requires action. Taking action without a plan can waste time and effort. Our **PDCA** methodology helps us capture challenges and successes and use them as stepping stones to achieving consistent quality thru planning, doing, checking and taking action.

PLAN

Discuss how we will improve your ability to reduce and or eliminate hazards or issues to support continuous improvement objectives

ACT

Review and communicate the results of plan and continuous improvement measures that will be revisited for success with the implemented change(s)



DO

Develop a solution for what will be implemented and tested

CHECK

Review the results of the solution to see if it has made a positive difference and or improve the process outcome

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Achieving Quality through Teamwork

Over many years, the industrial world has created a lot of mystique around the concept of quality, how to achieve it, and how to maintain it. There have been many strategies, programs, and processes invented for many different industries on how to address this issue. In order to attain the state of highest quality in our products, we must understand what quality really is:

• **Quality is a perception more than a reality.**
In order for a product or service to be ranked high on quality surveys, it must be thought to be of high quality by a large number of people. When this perception of quality is widely accepted by others, it puts the product or service above its competition in such a way that the consumer will not only prefer it over similar products on the market but will also be willing to pay more for it.

• **Quality is consistent.**
To be considered "high quality" a product or service must be highly predictable in all circumstances. It must give the same consistent "feel" or performance time after time with only a minimum of failure or disappointment. Though quality is a perception it must be backed up with a record of depend ability and consistent performance that is documented or "vouched for" by many end users.

• **Quality is value.**
Value is knowing that you are getting what you expect in both the actual product as well as the service during and after the sale. High value is a feeling one gets when the product or service exceeds the expectations or parameters that were set prior to the sale. High value is manifested in the positive feelings or pride one feels in owning that particular product or having experienced outstanding service. This feeling is then transmitted to other consumers by "word of mouth."

Team Members

Effective teams and team members have certain key characteristics. An effective team member is committed to the team's goals and understands his/her role. They are effective communicators who keep an open mind while supporting their position and actively seeking the input of others. Characteristics of an effective team member include:

- Openness to feedback
- Acceptance of responsibility for members' behaviors
- Provides feedback to other team members
- Takes initiative
- Has an eye on the team's success
- Willingness to compromise
- Willingness to confront and stand up on important issues
- Attacks problems, not people
- Being a good listener
- Willingness to change
- Willingness to lead when necessary
- Eagerness to learn new things

These characteristics can be used to identify potential team members as well as guide and reinforce behaviors of existing team members.

Source:http://www.unice.fr/crookallcours/teams/docs/teams%20Achieving%20Quality%20Through%20Teamwork.pdf

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Achieving Quality Through Prevention

Injury and Illness Prevention Program – I2P2

OSHA believes that every employer should have an injury and illness prevention program. Why do we need injury and illness prevention programs? The statistics are sobering—and unacceptable.

Every day, more than 12 workers die on the job – over 4,500 a year– and every year, more than 4.1 million workers suffer a serious job-related injury or illness.

Most of these deaths, injuries and illnesses are preventable. To bring these numbers down, we need to focus on prevention.

Just as a race is won with concentration and a steady pace, our B.E.S.T.™ Program allows us to move with steady continuous improvement through PACE:

Proactive: planning and preparation
Accountable: responsible for following the process
Collaborative: working together to achieve success
Effective: measuring success

Most successful injury and illness prevention programs include a similar set of commonsense elements that focus on finding all hazards in the workplace and developing a plan for preventing and controlling those hazards. Management leadership and active team participation are essential to ensuring that all hazards are identified and addressed. Finally, associates need to be trained about how the program works and the program needs to be periodically evaluated to determine whether improvements need to be made. These basic elements – management leadership, associate participation, hazard identification and assessment, hazard prevention and control, education and training, and program evaluation and improvement – are common to almost all existing health and safety management programs. Each element is important in ensuring the success of the overall program, and the elements are interrelated and interdependent. When it comes to injury and illness prevention programs, every business is different, and one size certainly does not fit all. Employers who implement injury and illness prevention programs scale and adapt these elements to meet the needs of their organizations, depending on size, industry sector or complexity of operations.