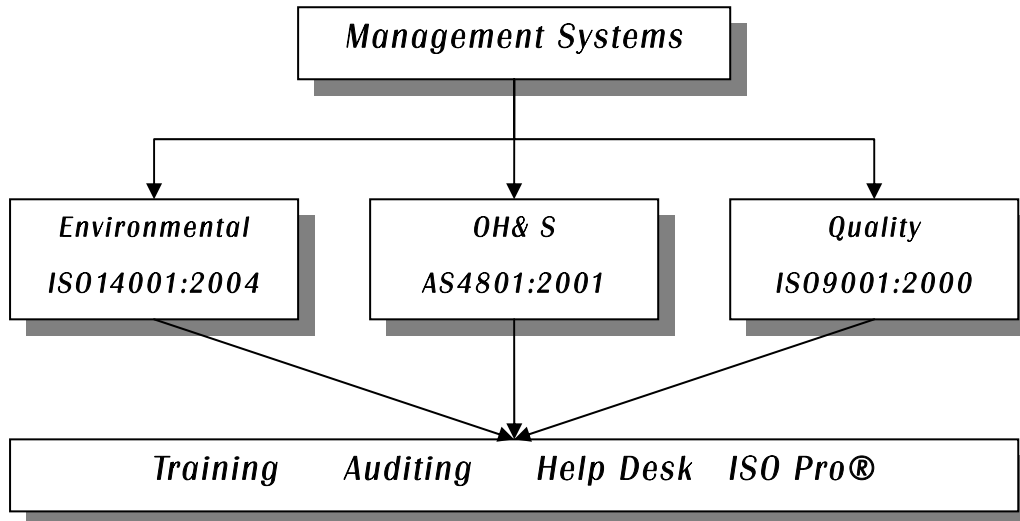


## Fact Sheet

### Consulting and Training Services



### What do we do?

Business Improvement Consulting and training, targeted at performance improvement

*Environmental Performance –*

*Manage your environmental impacts*

*OHS Performance –*

*Manage you Hazards and risks*

*Quality Management and Customer Satisfaction –*

*Manager your customer requirements*

### Environmental Management

Environmental Management Systems are designed to assist in addressing increased concern from the community and the need for organisations to demonstrate and commit to improved environmental performance. Many concerned business proprietors are choosing to engage our assistance to develop and implement an Environmental Management System (EMS). This process includes generically implementing the following elements;

- Policy commitment to prevention of pollution, continual improvement and legislative compliance,
- Identification of significant environmental aspects and impacts
- Implementation and compliance with environmental management programmes and procedures
- Environmental Emergency Preparedness, and incident management
- Environmental performance monitoring and

## *Occupational Health and Safety*

Development and Implementation of Occupational Health and Safety Management Systems. All organisations have an obligation under Workplace Health and Safety Legislation to ensure a safe place of work. This obligation is realized with the following implemented practices;

- Development and compliance with OHS policies
- Identification and assessment of all workplace related Hazards and their associated risks
- Preparation and compliance with Safe Work Method Statements SWMS or Job Safety Analysis JSA's
- Emergency Preparedness and Incident Investigation
- OHS Performance Reporting
- Conducting OHS audits
- Review of compliance with applicable legal requirements.
- Senior Management review of OHS issues and activities of the organisation

## *Quality Management*

Development and Implementation of Quality Management Systems. The core intent of ISO9001:2000 relates to managing customer satisfaction. It is essential to identify your customer's expectations and manage them according to how you wish to perform. The customer's expectations do not always relate to your product or services specifically, but may relate to the tangible things you do that make you different to your competitors.

Developing a quality management system is easy, enhancing it to maintain and improve your business in the eyes of your customers may require our help. The process typically involves –

- Identifying your core business processes
- Analysis of your business critical risks
- Identification of your customer's requirements
- Developing operational procedures and processes and documenting them
- Implementing core quality procedures
- Training your staff in quality management and customer service
- Conducting quality audits
- Implementing Management Review.

## *For more information*

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