



# THE SEAL OF TOP QUALITY

**OUR success in achieving BS 5750 should mean greater job security for our staff.**

That's the message from Mike Handy as the visit by a team of BSI assessors draws near.

The next round of contract negotiations for patient transport start soon.

And management are expecting a very hard fight to retain some of this work.

Mike Handy said: "We're no longer a monopoly. Hospital units now have a duty to seek the very best value for money - our competitors will be fighting tooth and nail."

"BS 5750 isn't a guarantee of winning, but it's going to impress the purchasers and will give us the competitive edge."

He acknowledged that some staff had seen the preparations so far as "an enormous paper chase" with internal auditors and managers obsessed with meaningless forms and documents.

"Far from it," he added.

"That paperwork represents our record-keeping and documentation. And it's one of the crucial areas the BSI assessors will be going through with a fine toothcomb."

"They'll also be visiting every department and every station, looking for evidence of our high standard of service in everything they see and everyone they talk to."

"This entire quality exercise is for the benefit of everyone, the staff, customers and patients. People judge our service by the quality of its delivery, therefore all staff share the responsibility for our success."

BS 5750 is just the first step - the ultimate aim is to introduce Total Quality Management. Quality groups will be established with all staff represented with their views a vital contribution to the quality drive.



■ MIKE HANDY: 'Our competitors will be fighting tooth and nail'

## This is just a start!

**BS 5750 is a major goal for Nottinghamshire Ambulance Service.**

But it's only the first step. The ultimate aim is total quality management (TQM).

TQM is the way the service intends to meet the expectations of its customers - through improvements in every single area of operations, service and products.

Increasingly, every man and woman in the service has been learning to change the way they see each other - learning to regard their colleagues as 'internal customers.'

### Positive

There is another group of customers; external customers are hospitals, units and other businesses and, of course, patients.

As the drive towards TQM gathers pace, all employees will continue to be encouraged to adopt the positive attitude - "what can I do personally, to get it right first time - every time!"

### A DATE TO REMEMBER

■ THE FOUR assessors from the BSI arrive on Monday 2 November.

They will spend four days visiting every station and department and will want to talk to a number of staff.

## CONTRACT POWER

BRENDA HAWKINS, contracts manager of Nottingham Health Authority - one of the biggest in the UK - is responsible for awarding contracts. Nottinghamshire Ambulance Service is one of her suppliers.

She said: "BS 5750 is becoming increasingly important in the public sector."

"We are now beginning to realise that standards within

service industries are measurable. We monitor standards and if Nottinghamshire Ambulance Service attains BS 5750 it will be tremendously important from that point of view."

"We have a respect for an organisation with this accreditation - it would be a very favourable factor when we were letting contracts."



■ BRENDA HAWKINS

# BS 5750

## FACT FILE





# INSPECTION CHECKLIST

The following is a checklist for inspection week.  
It has been compiled by BS 5750 project leader Pat Durston and  
he's urging every single member of staff to read it:

1. Think BS 5750.
2. Think of your personal image and the service's image at all times during inspection week.
3. Revise and ensure you understand the BS 5750 procedures for your area.
4. Read and understand the quality systems manual for the assessors will ask any member of staff about it.
5. Any queries or doubts about anything - check with your departmental head/station officer.
6. Maintain vehicle cleanliness.
7. Remember 'good house-keeping' contributes greatly to the provision of an efficient high quality service - keep it clean!
8. Remember this inspection is for the service's future.



■ KATHY SMITH

## GOOD FOR SECURITY

LEADING ambulance-woman and paramedic Kathy Smith of Arnold is on secondment to ambulance headquarters as acting supplies officer.

She said: "BS 5750 will bring even more quality to what's already a high quality service.

"It's going to make us much more competitive as a business - and that can only help with job security.

"I think the whole exercise has helped us to pull together. It's been a bonus from that point of view too."

## SERVICE'S FUTURE IS AT STAKE

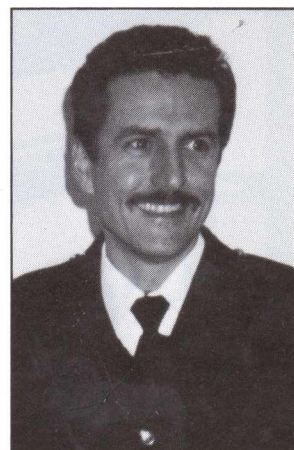
A district council's direct works department was struggling for survival - until it gained BS 5750.

Virtually overnight the department - specialising in uPVC windows - was inundated with invitations to tender for work outside the council.

That's just one of the examples quoted by Tony Howe of S J Noel Brown, the consultants who have steered Nottinghamshire Ambulance Service towards accreditation.

He said: "It's vital that Nottinghamshire gets BS 5750. Surrounding ambulance services will be going for it too. And if Nottinghamshire doesn't get it, the door is open for the others to pick up business in your own backyard.

"BS 5750 is a nationally respected standard - potential customers know that it stands for genuine assurance of quality from a supplier. The numbers applying for accreditation are increasing all the time - around 20,000 this year."



■ LEN SMITH

## 'MUST' FOR TENDERS

LEADING ambulance-man and internal auditor Len Smith of Arnold has 11 years' service.

He said: "Anyone can say they're a quality business.

"But if we get this, it's saying to all our customers that we are a genuine quality business with nationally recognised standards.

"I think BS 5750 is going to be an absolute 'must' for getting on tender lists.

"And if we aren't getting on these lists, then we don't have a future."

BS 5750

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