



Welcome

Welcome to our sixth newsletter. Please feel free to contact us if you would like to discuss any aspect of the newsletter - our contact details are at the bottom of this page.

The Importance of Measurement

“The things that get measured are the things that get done. Companies measure the stuff they care about”

The absence of measurement limits an organisation’s ability to evaluate the effects of changes and therefore precludes systematic improvement. Given that the establishment and use of performance measures are fundamental requirements for redesigning processes, the issue then becomes one of understanding what to measure.

There are three types of measures:

1. Process measures are needed to control performance and to improve the efficiency of processes i.e. minimise waste.
2. Output measures quantify the effectiveness of a process to deliver products or services in comparison to specifications.

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Key output measures should be posted on staff notice boards. Output measures should be tested against outcomes to ensure they remain consistent with customers’ ever changing expectations.

3. Outcome measures determine the ultimate success or failure of an organisation. Everyone should understand how their process and output measures relate to outcomes. Measures at the outcome level can be determined only after the product has been delivered or the service provided. Customer satisfaction often represents the key outcome measure.

Guidelines for selecting and using key measures include the following:

- Measure the attributes of products and services (outputs) that are most critical for satisfying customers, and communicate these to staff – post them as key measures on staff notice boards.
- Measure performance levels now and how they trend over time.
- Be specific. Define measures that quantify effectiveness for each product line, business group, or functional team.
- Keep it simple. Don’t have more than a dozen or so key measures.
- Measure customer satisfaction directly to validate the key measures.
- Focus on end results (outputs or outcomes) and not on milestones.
- Balance where attention is focused by including an appropriate number of key measures in the dimensions of interest to shareholders, employees and the community.

“If you’re not keeping score, then it’s just practice”

What's new...?

Resources from ACC

"Getting over back pain – a practical guide to dealing with back pain and getting on with your life"

Resources from DoL

Approved Code of Practice for Cranes – includes the design, manufacture, supply, safe operation, maintenance and inspection of cranes (3rd edition)

Elevating Work Platform Inspection Requirements [Factsheet]

Download these from the DoL Health and Safety Publications page www.osh.dol.govt.nz

Coming Soon...

Bedrock Solutions B-Compliant Software



This competitively priced software package is designed for small to medium sized businesses. It is an effective health and safety management tool that helps capture and analyse critical information in the workplace.

The B-Compliant tool has the capability to:

- Generate an audit trail to show compliance against the ACC workplace incentive programme requirements which may lead to reduced ACC levies
- Reduce the administration requirements to maintain your health and safety system
- Analyse critical areas of risk and maintain controls to reduce such risks
- Track critical training requirements specific to each job role
- Analyse incidents, generate corrective action plans and update associated hazard controls

Call us today to discuss how this can help you!

ACC Approved Auditors

Some good news – ACC has renewed our contract for 2010 – 2012 to provide auditing services for its Workplace Incentives Programmes (WSMP only).

Not only can we audit your company as independent auditors we can also help with your pre-audit preparations.

A new service being offered is a 1 hour "Warrant of Fitness" check of your health and safety system. This can be carried out over the telephone and is a great way to measure how well your systems are performing and identify any areas requiring improvements.

Contact us for further information.

Tip of the month

Moving details from an email

You can take any item (email, appointment, task) and drag with your mouse into the appropriate folder (or icon of the folder) and drop it. This will open a new item with the text from the original preserved.

So dropping an email into the Task folder opens a new task with the entire contents of the email in the body of the Task.

For more tips visit Debbie Mayo-Smith's website www.successis.co.nz

Did you know?

- A dog was the first in space; a sheep, a duck and a rooster the first to fly in a hot air balloon.
- The pin that holds a hinge together is called a pintle
- Summer on Uranus lasts for 21 years as does its winters

"If you don't know where you are going, any road will do" Will Rogers

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