

## Primesight's Operations - Ethos

Primesight is committed to guaranteeing quality of services. Our commitment is within a complex system that is constantly evolving, meaning we are able to 'do things' to provide quality services, coordinate/control, ensure correctness and bring together the actions of numerous third parties who contribute to all that we do.

We operate with a Quality Monitoring Plan. Our plan is based on control procedures, the measurement of quality parameters, and on regular checks of customer / client satisfaction.

The information supplied by the Quality Monitoring Plan assists with our process of continuous improvement in the running of our Practices & Procedures and enables us to consistently increase our quality.

All operational aspects; from construction and illumination, to billposting, maintenance & servicing, are strictly controlled and maintained to the highest standards. Such standards are continuously monitored to ensure only the highest quality service is met.

Each of our Billposting & Maintenance Technicians attend bespoke training course which covers areas including:

- Health & Safety
- Practices & Procedures
- Safety Management System
- Working from Risk Assessments and with Safety Method Statements
- Manual Handling
- Risk Control
- Pollution Prevention
- Servicing & Maintenance Practices
- Billposting & Cleaning Practices

Our custom-designed training course has created a robust base for ensuring quality is delivered in a qualified and proficient manner by our entire workforce throughout the UK. We believe this delivers a portfolio of products that meet the utmost standards at all times.

Primesight offer a National Despatch Service which is unique in Outdoor. This service ensures any posters we receive by the Friday before the Monday in-charge are fully despatched across the UK, efficiently prepared & posted on time.

All our Policy documentation is formally acknowledged in our Quality Management Approved ISO 9001:2000 Accreditation. This Accreditation includes the following elements:

- An established set of procedures covering all aspects of our business
- Monitoring processes to ensure we provide only quality services
- Frequent review of individual processes and the quality system itself for effectiveness
- Facilitating continual improvement

To view the Accreditation visit the [Contacts](#) page.

*\* Please contact Paul Daniels (Operations Director) on [pauld@primesight.co.uk](mailto:pauld@primesight.co.uk) for more information*