

# Performance management

Suffolk Coastal Services and Waveney Norse hold BS EN 9001 Quality Management System accreditation. Our fully documented systems ensure that risk assessments are in place for all our activities and that our staff are aware of the procedures they need to follow to keep themselves safe and to deliver the high level of service that our customers expect.



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Suffolk Coastal Services holds BS EN 14001 Environmental Management System accreditation, in recognition of the efforts we make to minimise any negative impact our operations have on the environment whilst also striving to promote environmentally positive initiatives within our local community. Waveney Norse expects to achieve this prestigious award by April 2011.

Waveney Norse and Suffolk Coastal Services operate a *Balanced Scorecard* performance management system. This tool provides a balanced set of business objectives that deliver financial targets whilst also meeting the expectations of customers and staff. The business aims of Suffolk Coastal Services and Waveney Norse include the objectives and priorities of their partners and major customers. This ensures that progress towards achieving these key performance measures is discussed at monthly senior management meetings where decisions are quickly taken to address any issues that have arisen. Objectives from the balanced scorecard are cascaded through support service and operational teams and form the appraisal objectives of individual staff. In this way we ensure that every member of staff we employ is striving to achieve the same outcomes for our business and our customers.

## *Customer Services*

*At Suffolk Coastal Services, all customer contact is handled by our customer services staff, meaning that our own staff are directly aware of the impact our services have on our customers and can help us respond quickly to customer needs and issues.*

*We carry out extensive customer surveying to ensure customer expectations continue to be met. Through regular market research we are able to offer services that customers want, ensuring that our business flourishes.*

Our commitment to our staff has been recognised by the award of Investor in People status. We provide a significant amount of staff training and continuous professional development opportunities each year, from NVQs, literacy and numeracy training for frontline staff, to recognised awards in health and safety and management qualifications for supervisors and managers. All our staff receive full induction training covering our systems, equality and diversity training and the health and safety aspects of their work. They receive annual performance appraisals and are encouraged to contribute to business decision making via team meetings. We celebrate our staff's success in our newsletters and at the annual "Pride of NCS" awards ceremony organised by our parent company.



**waveney**  
norse

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[www.suffolkcoastalservices.co.uk](http://www.suffolkcoastalservices.co.uk)

