



Showpiece Design Limited, Tithe Barn Home Farm, Sulham Lane, Pangbourne, Berkshire, RG8 8DT

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## RIGHT FIRST TIME POLICY STATEMENT

We fully recognise and embrace that all tasks undertaken by staff, supply chain colleagues and anyone else who represents our business must approach their jobs with the right approach to work – this is the hallmark of a successful and efficient business, our customers expect it and we must continually strive to deliver a service which is better than our competitors.

“Right-First-Time” is one of the measures we use to manage performance of all our contract teams. This applies to all our staff from front line to Director level – all of whom will be accountable for performance to achieve:

- The right standard;
- The right quality of service;
- The right level of communication;
- The right level of safety;
- Due consideration to our surrounding environments;
- The right experience for our customers and the public

We will ensure that:

- All staff receive full induction, training, mentoring and ongoing support to fully with this policy;
- Tool box talks, reviews and appraisals will identify where further support is required, reward
- consistently good performance and manage poor performance;
- Key Performance Indicators are measured across all of our contracts and engagements to ensure
- that experiences are shared and the best are recognised for being our way;
- All our staff understand that having the right information is the starting point in delivering high performance such as:
  - customer profile;
  - environment profile;
  - task information
  - supporting information (including matters of risk/compliance e.g. asbestos information);
- All our staff understand that this information needs to be communicated to those who have any bearing on delivery the service;
- Our staff are equipped with the right ‘tools and equipment’, together with the right skills
- and attitude to deliver our commitment to our customers;
- All Managers report on where we have failed to deliver first time fix, together with proposals to ensure service failure does not repeat;
- Random post inspections and telephone surveys are conducted to ensure accurate data;

- Performance is reviewed at Director level, on-a-monthly basis, targets are set, measured and communicated; and
- Our regular customer review surveys, conducted at Director level with our customers give insight into performance improvements.
- This policy will be displayed and distributed to all employees and will continually form part of ongoing training.

**Signature:**

**Date:** 24<sup>th</sup> January 2017

**Name:** Deanne White

**Position:** Director

**Version Control**

Issue	Description	Change Date	Made By	Approved	Approval date
1.0	Policy Statement			Yes	24/01/2017
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