



BUSINESS IMPROVEMENT SERVICES

SPECIFIC SERVICES

The following services can be provided singularly or in combination with others and tailored to suit your specific needs.

1. Understanding Cooling Tower Management

- Practical application of the legislation and Australian Standards.
- The importance of a system of management.
- Developing internal standards.
- Monitoring regimes & the interpretation of test results.

2. The Management of Dangerous Goods and Hazardous Substances

- Identifying and applying legislative and operational responsibilities.
- Understanding and applying the definitions and terminology of hazardous substances.
- Recognition, identification, assessment and control of hazardous substances.
- Inventories, Material safety Data Sheets (MSDS) and registers.
- Workplace inspections and internal audits.

3. The Management of Spill Response

- Identifying and applying legislative and operational responsibilities.
- Understanding and applying the definitions and terminology of spill response.
- Applying hazard identification and risk assessment in the planning and preparation of emergency control systems for spills.
- Workplace inspections and internal audits.

4. Internal & Supplier Auditing

- Characteristics needed by auditors.
- Audit scheduling
- Preparing for an audit.
- Searching for the evidence.
- Completing audit reports.
- Raising corrective and preventative actions.
- Monitoring and management of corrective / preventative actions.
- Data collection, collation and analysis.



5. Accident / Incident Investigation and Reporting

- Identifying and applying legislative and operational responsibilities.
- Defining accidents, incidents and injuries?
- Damage, harm, illness and injuries – Interpretations and misinterpretations.
- Identifying and applying legislative and operational responsibilities.
- Applying investigative skill & techniques.
- Monitoring and management of investigation reports.
- Data collection, collation and analysis.

6. Understanding Employee Rehabilitation & Compensation

- Identifying and applying legislative and operational responsibilities.
- Defining Rehabilitation and Compensation.
- Understanding the terminology.
- The role of the Claims Agent.
- Return to Work (RTW) concepts and practices.
- Claims management.
- Managing the data, information & paperwork – confidentiality principles.

7. Consumer Management & Customer Service

- Identifying and applying legislative and operational responsibilities.
- Defining & identifying your clients, consumers and customers.
- Working with your clients, consumers and customers to determine their needs.
- Converting their specifications into a product or service.
- Complaint management.