



## CONTINUOUS IMPROVEMENT LOG - Rev. 002

Type of Objective Met	If Quality Objective - which one(s)?	Activity	Detail	Date Added	CAR # (if applicable)	Date Completed	Status	Follow-up Notes
Quality	Staff professional development	Expand core skills for all roles	Provide employees with further training that can be provided by our training division that is relevant to their existing role and continued development	01/02/2019		01/02/2019	Closed	
Other		Attend Traffex Show	Attend the bi-annual industry-specific Traffex show at the NEC in Birmingham. This will be our first exhibition at a industry trade show and will improve our brand awareness within the industry	01/04/2019		01/04/2019	Closed	
Other		New website to be launched	Launch a new website to co-inside with the Traffex show but to also represent the growth in the company profile	01/04/2019		01/04/2019	Closed	
Other		New corporate videos	Commission the creation of new corporate videos to use for marketing purposes and to co-inside with the Traffex show and new website launch	01/04/2019		01/04/2019	Closed	
Quality	Improve service quality	Invest in new mobile working computer equipment	Equip Senior Management with iPad, keyboard and Pencil to improve mobile working environment.	24/08/2019	061	24/08/2019	Closed	
Quality	Improve service quality	Attaining FORS Accreditation	By introducing a formal Fleet Management System, this will improve both the quality of our service delivery, resource management and management responsibilities	05/08/2019	063	05/08/2019	Closed	
Quality	Improve service quality	Purchase new, high-spec HIAB	By replacing our machinery with new, state-of-the-art equipment, this will improve both the quality of our service delivery.	03/02/2020		03/02/2020	Closed	
Quality	Improve service quality	Purchase another new, high-spec HIAB	By replacing our final piece of machinery with another new, state-of-the-art piece of equipment, this will improve both the quality of our service delivery.	31/07/2020		31/07/2020	Closed	
Quality	Improve service quality	Expand our core team	Due to the increased order book and new HIAB's recruitment of new key personnel will allow us to improve our service levels through additional resource. New Driver, installation operatives required.	10/08/2020		10/08/2020	Closed	
Other		New kitchen facilities	Improve kitchen facilities to provide staff with better facilities	28/01/2021		28/01/2021	Closed	
Other		Become members of Constructionline	In order to ensure our HSE compliance to many major suppliers, Constructionline /SSIP accreditation will help provide recognised system and make onboarding much more efficient	08/03/2021		22/03/2021	Closed	
Quality	Improve service quality	Expand our core team	Due to the increased order book and recruitment of new key personnel will allow us to improve our service levels through additional resource. New Admin Support required.	06/09/2021		04/10/2021	Closed	
Quality	Improve service quality	Create a new Test & Repair Facility	Due to new work gained, a new test & repair facility is required to be able to carry repairs and testing of VMS equipment	01/10/2021		18/10/2021	Closed	
Quality	Improve service quality	Create a new office extension	Due to new work gained, a larger office space is required to service new starters	01/10/2021		18/10/2021	Closed	
Quality	Improve service quality	Introduce new phone system	In order for calls to be routed to the correct department, a new phone line system is needed	01/10/2021		15/11/2021	Closed	
Quality		New website to be launched for Drone Services	Launch a new website to promote our drone services offering	15/11/2021		19/11/2021	Closed	
Quality	Improve service quality	Introduce a new storage system within Head Office	With more stock potentially being held, new racking and storage system to be installed which will help facilitate the introduction of a stock control system	17/11/2021		26/01/2022	Closed	
Quality	Improve service quality	Introduce a stock control system	With the introduction of new storage and more stock being held, a system to be introduced to identify stock, movements and location	17/11/2021		26/01/2022	Closed	
Quality	Improve service quality	Purchase new, high-spec MEWP	By replacing our machinery with new, state-of-the-art equipment, this will improve both the quality of our service delivery.	21/12/2021		11/09/2022	Closed	
Quality	Improve service quality	Invest in new meeting and webconferencing facilities	New meeting room to be created with web conferencing facilities	27/06/2022		26/07/2022	Closed	
Quality	Improve service quality	Expand our core team	Due to the increased order book and increasing fleet, recruitment of new key personnel will allow us to improve our service levels through additional resource. New installation operative and Workshop Manager required.	27/06/2022		03/10/2022	Closed	
Quality	Improve service quality	Invest in new, faster broadband	With the increase in users, systems and general increased bandwidth, new faster broadband to be sourced for Head Office	08/08/2022		23/08/2022	Closed	
Quality	Improve service quality	Purchase new vans	By replacing our old fleet with new vehicles improves the quality of our service delivery. 2no vans to be ordered	07/09/2022			Open	
			<b>Include training here too</b>					