

## CAPITA RESOURCING CHARITY WALK

On August 7th and 8th, the Capita Resourcing Managed Services Director Nicola McQueen and CIPHER Account Director Jo Matkin and their partners joined their client DWP's Matthew Griffin, Barry Leighton and Jo Lishman, as well as employees from TNT and UK Mail for a gruelling charity walk across the mountains and Fells of the Lake District in aid of the Sir Bobby Robson Foundation.

The Foundation focuses on the early detection and treatment of cancer and the clinical trials of new drugs that will eventually beat it, and is close to the hearts of several of the team who took part.

With a 2am start, and covering some 35 miles and around 10,000 feet of ascent (and descent, of course), the team took in Scafell, Scafell Pike, Helvellyn, Lower Man and Skiddaw on their way.

Highlights of the night and day included an unintentional detour which took the team to the top of Scafell twice, and a brave one hour descent down a treacherous crag, which, as the team were subsequently informed by a veteran walker, "should only be attempted by experienced climbers".

Now, having nursed their aching limbs back to health, the team are delighted to have so far raised £3,647 against their target of £5,000 for this very worthy cause.

If you would like to support the team's efforts and help them hit the £5000 target you can donate through JustGiving by visiting <http://www.justgiving.com/thegreatwalk2010>

## CAPITA RESOURCING

## INSPIRED RECRUITMENT NEW FACE-NEW DIVISION

Inspired Recruitment are delighted to announce the arrival of Craig Ridgeway and, with him, the arrival of our new Power & Energy division.

Craig arrives with 15 years recruitment experience, 10 with one of the UK's leading recruitment companies, where he worked his way up from Trainee to Director.

Craig joins Inspired Recruitment as Divisional Head, reporting directly to the H2 board. His initial focus will be the inception and growth of the Power & Energy division. He will also be looking to take an active role in overseeing the continued growth of Inspired's Oil & Gas division.

Craig said, "I liked what I saw at Inspired Recruitment, especially how they have adapted within, what has been extremely difficult market conditions. Not only has the company survived, but actually grown at an increasingly rapid rate. This coupled with their vision for an even more aggressive growth strategy, moving into 2011 & 2012, convinced me that this was a move which would be right for both me and Inspired Recruitment. I'm relishing the challenge and looking forward to being a part of the next stage of Inspired Recruitment's evolution, and long term future."

## ISO9001:2008 IS IT WORTH IT?

Interim management and public sector specialist recruiter, Sand Resources thinks so. They've recently re-acquired ISO9001:2008 certification, and rewritten their whole Quality Management System in the process.

Business Development and Quality Manager, Jo Harper said: "As a public sector recruiter we are keenly aware of the forthcoming spending review and its likely implications for our business. We realised some time ago that in order to sustain our competitive advantage we had to be 100 per cent certain that our business processes are relevant, and implemented in a manner that is efficient and effective.

They also need to be continuously monitored to ensure our high standards are maintained and where possible, improved upon. Also-ran is not good enough."

Although Sand Resources has had ISO9001 certification since 2004, Jo recognised that some of the existing documentation and processes, whilst still valid, were out of date for today's market. She led the project to bring them up to date. Jo continues: "It was important that we didn't pay lip service to quality. So we had a great opportunity to think about our whole management system and how we wanted things to work."

Quality has now become a key business driver "Continuously evaluating our performance in all aspects means we focus on the right things, for the benefit of our clients, candidates and employees" says Jo, "Every process, policy, programme and feedback mechanism has been assessed for relevance and effectiveness before being mapped into a Quality Manual within the quality management system (QMS). The QMS is a live programme which we monitor to make sure standards are maintained or exceeded.

"However, I am keen to keep the QMS as simple as possible and not to create bureaucracy in the process."

Managing Director, Linton Ward said: "There is no doubt about it, the ISO9001:2008 certification requires the commitment of both management and staff to implement and maintain. This process has given our team a platform to consider and debate all aspects of the ways in which we work, and make sure that we are effective in our business dealings."

