Telarc.
The Mark of Success

Telarc Q-Safe Certification

: A combination of quality and Health and Safety principles
: OSH approved

A tool for better business

It takes focus, courage and stamina to start and build a small business. Every way you turn there seems to be another obstacle in your path. To make matters worse, there's never enough time in the day, or people to rely on, to achieve all the things that you set out to do. We understand this about your business. We know that it's people like you who play a vital role in the healthy growth of New Zealand's economy.

But success in business calls for more than good intentions. You have to create real value for your customers. That's the value that comes from the quality and safety of your product or services. And this is where Telarc Q-Safe can play an important role.

Put simply, our job at Telarc is to help New Zealand businesses grow strong and healthy. We can help you add value to your products or services through your commitment to, and application of, quality and safety management and improvement principles. Designed specifically for the small to medium-sized business, the Q-Safe quality management system code provides a framework that enables your business to achieve and maintain high standards of customer satisfaction and Health and Safety. Our experienced management system assessors can help you supply the right product or service at the right time and place whilst meeting Health and Safety requirements.

What it does for you

Telarc Q-Safe certification shows that you have a quality and Health and Safety management system and that it works. It is this independent proof that creates market confidence in your ability to consistently deliver what your customers require. That can be vital to the credibility and success of your business. At home and around the world, more and more buyers are demanding that their suppliers provide this proof. Your certification is important to your customers, staff and stakeholders.

Customers will have confidence in your ability to deliver products or services that consistently meet their requirements on time, every time, with minimum risk. There are many examples of companies that have gained extra business as a direct result of quality and safety system certification.

Management know that, with fewer mistakes, complaints and less wastage, they will have time to plan and make the business grow. Continually protecting the Health and Safety of staff not only reduces absenteeism and the risk of litigation, but significantly improves morale and loyalty. As managers of efficient and successful operations, they will enjoy job satisfaction, job security, improved interpersonal relationships with employees and pride in what they have achieved.

Employees will enjoy the satisfaction of greater involvement in the business as they work together with management towards common goals. Each one will have a clear idea of how they can contribute to that goal and they will share in the pride of its achievement.

Suppliers will know precisely what you expect of them because the systems in place will bring the parties closer together and provide opportunities for enhanced working relationships.

Shareholders can reasonably expect a better return on their investment as a result of improved efficiencies and higher productivity with minimum risk. Telarc Q-Safe certification will improve your goodwill and that value can be transferred to your business balance sheet.

Regulators will have confidence in your ability to comply with regulations. Your Q-Safe management system includes the processes to meet Health and Safety regulatory requirements. You can also add processes to meet other requirements such as environmental and specific industry codes.

What Telarc Q-Safe provides

The Telarc Q-Safe code provides a powerful framework from which to work. It gives you the opportunity to formalise how you, and your staff, will fully understand Health and Safety requirements and your customers' needs. And how, through ongoing system management, you will meet those needs. To become a Telarc Q-Safe registered supplier your Q-Safe management system is assessed against the requirements of this code. We developed the code in conjunction with the NZ Occupational Safety and Health Service. It adapts elements of the internationally recognised ISO 9000 series of quality management system standards and integrates this with the requirements of the NZ Health and Safety at Work Act 2015.

Independent Telarc certification helps you to introduce discipline into, and receive regular feedback about, the operations of your business. Also, it provides market proof that your system complies with a recognised standard of quality and Health and Safety management practice.

What you need to do

There are eight clauses in the Telarc Q-Safe code. To become registered you need to meet the requirements of each clause. You will need to write down what you do in a way that works for you.

Briefly, here's what you need to do:

- Develop quality and Health and Safety policies; assign staff member/s to the jobs of quality coordinator and Health and Safety representative/s; and meet regularly to discuss issues.
- Have a way of controlling critical documents and records; and ensure staff have access to Health and Safety information.
- Have a way of understanding your customers' needs including any Health and Safety requirements.
- Have a system for purchasing products and services including control of sub-contractors.
- Have a system for hazard identification, assessment, control and monitoring.
- Ensure staff and contractors are trained for the work that they do including osh approved training for the Health and Safety representative.
- Have plans for inspecting work, both in progress and when finished.
- Have a method for continual improvement including a formal accident and incident reporting, investigating, analysing and preventative action procedure

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