



# Continuous Improvement Policy

(last reviewed Jan 2010)

**Objective: to drive our business using the three principles of team led CI**

## General

There are three basic principles to our implementation of continuous improvement theory;

- i). ***there is always room for improvement,***
- ii). ***teams work better than individuals,*** and
- iii). ***those at the sharp end know best how to improve themselves.***

Our policy below shows how we encourage these principles in our everyday working lives.

## Using continuous improvement principles

We work in teams at Host; site teams of catering management and staff (our business champions) and our support teams at HO or out in the field. These teams are encouraged and asked to meet between themselves at least once per month in a formal manner to discuss how they, as a group, can input to the company's performance where they have seen improvements to be made in their everyday working lives.

In order to ensure the improvements identified are developed effectively all improvements are sent to the Managing Director, Jerry Brand, so that their impact on the business can be assessed. If the ideas can be implemented with tangible improvement benefits, the ideas are discussed at senior management level and an implementation plan is agreed. The idea is then implemented.

Line managers are tasked with ensuring the periodical improvement meetings do take place and minutes are taken to create a record of the event. The audit trail is picked up by Mike Chubb in his annual report to the business on the company's performance in these areas and the STEPS appraisal process for all our employees also requests information from the meetings in relation to each individual's participation.

**If anyone in our company teams say they cannot improve their performance or the service they give their customers, or that the team cannot become stronger and better through discussing their ideas, then we have let ourselves down.**

  
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