

Quality and Safety

Service



Efficiency



Quality



Reliability



Quality Assurance

GLOBAL SAFETY STATISTICS

WORK-RELATED ACCIDENTS AND DISEASES RESULT IN 1.6 MILLION FATALITIES	THIS EQUATES TO OVER 6000 DEATHS EVERY SINGLE DAY	HAZARDOUS SUBSTANCES ALONE ARE ESTIMATED TO CAUSE 651,279 DEATHS A YEAR
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AROUND THE WORLD EVERY YEAR

WORLDWIDE, THERE ARE 340 MILLION OCCUPATIONAL ACCIDENTS AND 160 MILLION VICTIMS OF WORK-RELATED ILLNESSES ANNUALLY

ILO UPDATES INDICATE AN INCREASE OF ACCIDENTS AND ILL HEALTH



Quality Matters because it is what your customers see and feel about the goods and services they have purchased from you.

Quality Design And Conformance



**DELIGHT YOUR
CUSTOMERS!**

Using the full table in Workbook page 3 – Outline the steps you might take to ensure quality in your Business

I CAN/CAN'T DO	I Can Do This Very Well	Can Do This Well	Can Do This But Not Very Well	Can't Do This
Can you select your design quality (High and low both are ok)				
Can you set a quality standard so that all or most of your product is the same quality.				
If you buy materials do you check the quality by inspecting carefully before you buy				

SAFETY

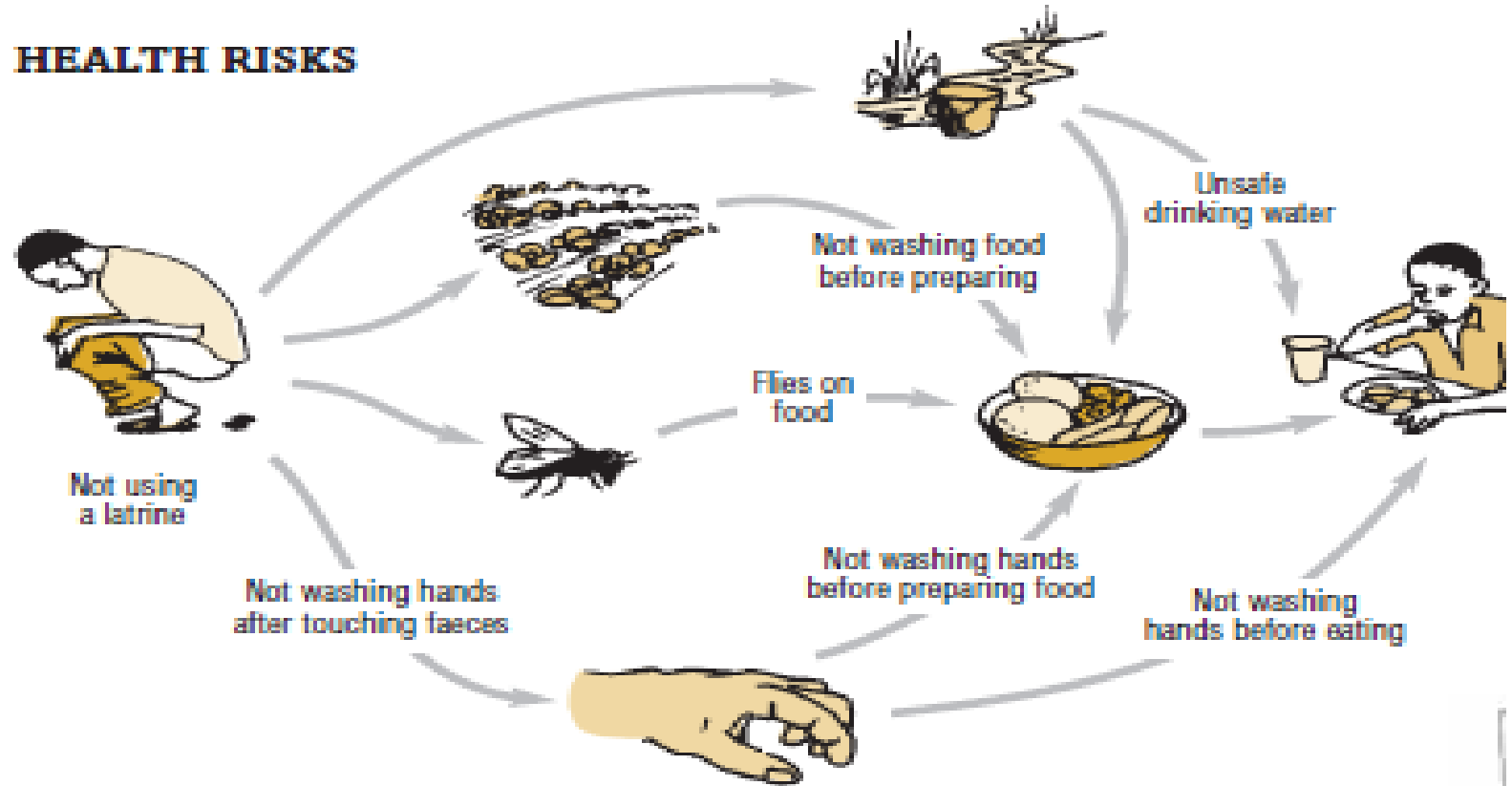
**Safety Matters for you and your Employees
and
The Safety of Your Business Customers**





Your Own and Family Safety

HEALTH RISKS



Using the full table in Workbook page 5 – Outline the steps you might take to reduce the risk of illness

I CAN/CAN'T DO	I Can Do This Very Well	Can Do This Well	Can Do This But Not Very Well	Can't Do This
Filter or boil water before drinking				
Wash my hands before preparing food.				
Keep raw foods in a cool place before use				
Cook food well, before eating				



The Safety of Your Business Customers

Using the full table in Workbook page 6 – Outline the steps you might take to ensure products are clean and safe

I CAN/CAN'T DO	I Can Do This Very Well	Can Do This Well	Can Do This But Not Very Well	Can't Do This
Keep animals, birds and as far as possible insects out of a food preparation area				
Cover hair and wash hands before preparing food.				
Keep all food processing packing areas clean and free from rubbish.				
Wash pans and equipment with hot, clean or boiled water before use				

WRONG



RIGHT

**Safe Lifting of
Heavy Items**

