



**W**e are back! It has been nearly a year and we thought it was time to inform you of all the exciting things we have been up to! Our newsletter will include key up to date information, interesting facts and news articles from our staff. You will be able to find out about some interesting events we have attended in 2018 and more about our staff! If at any time you would like to unsubscribe you can do so by clicking the unsubscribe button at the foot of this email. We truly value your feedback, so if you have any suggestions to help us improve, we would love to hear them! Most of all, we hope you find our new newsletter of some interest.

## IM BACK...

As summer is drawing to a close, I am looking back on how busy 2018 has been so far! From exhibitions to working on films, 2018 has been busy in the Health and Safety Industry. At the end of last year and slowly throughout this year, we have slowly been releasing images of me leading to a whole lot of mystery, that mystery was in fact The QSS Group being involved in Mission Impossible Fallout! I was lucky enough to tag along with my Managing Director, Dave Harris and help on the Health and Safety side of the film and what a great experience it was! This year has been a great year, full of many projects and I can't wait to see what 2019 holds for The QSS Group!

-Owen



## WHY IS SOCIAL MEDIA SO VITAL?

Social media is a key marketing technique that will showcase your business and it is very unusual nowadays for a company to not be on some form of social media. If that is the case, they are missing out on a whole market and potential business opportunities.

Brands/ companies are now using social media to connect with their customers to include compliments or potential feedback— something which is more common among the millennials. With businesses realising the huge impact of social media engagement, they are trying to connect and answer their customer's questions, which has been hugely effective in building a solid customer base. Social media can evidently be effective in targeting a wider audience, however, it can still be personal if done right. This just shows that the opportunities and potential with social media is endless and it will be exciting to see what 2019 holds in regards to social media in business!

## QSS TAKES ON THE FILM INDUSTRY!

This year The QSS Group Ltd have been lucky enough to work with the blockbuster film, Mission Impossible Fallout in regards to Health & Safety. Our Managing Director, Dave Harris, has been working on this project for over 5 months working on location.

This was a great opportunity for The QSS Group to show how our services can transfer through many different sectors. Designing risk out in a dynamic environment such as this certainly does come with its challenges, albeit a lot of fun. Who said Health & Safety is boring!



Image above: David Harris with Mission Impossible Fallout Cast.

## HANDY TIPS FROM OWEN THE OWL

- Make sure you have knowledge of RM3.
- Site Safety Inspections are important!
- Consistently keep your business up to date with new training.
- Exhibitions are a great marketing tool to promote a business.



## MARKETING SHOWCASE, DERBY

This was a very useful event! This is the second time I have visited this event and it has not disappointed! This event is an informal exhibition with educational seminars, where they provide advice and guidance on how to market businesses better.

One key thing I have learnt from this event is that storytelling is **KEY!** Have a business strategy, then devise a brand strategy, have a brand story, brand expression and get results.

A key point was emphasis on who you are targeting and your customer. Your marketing should be moulded to your target audience. Research is **IMPORTANT!** Find out key platforms your customers use and begin to focus on them. It all comes down to having an effective strategy and although it may take time, it will be far more effective than guessing.

This networking opportunity was useful as it helped me learn about the latest marketing trends and techniques and develop new ideas!

-Shayma Ouechtati

## OUR MANAGING DIRECTOR'S MESSAGE

How quick a year goes by and here we are on our 2nd annual newsletter already.

What have been the highlights for us during the last 12 months, well there are quite a few which has made the last year rather memorable for us. We started with a fantastic opportunity to work with Paramount Pictures for around 5 months on the new Mission Impossible Fallout movie on location in London. This was an exciting project for us and it is now out at the cinema if you have not already seen it, I strongly suggest that you do. This has led to a new opportunity to work on another Major Franchise film later this year, watch this space to find out more. Who said safety was boring!

The hot topics we have found this year are RM3 and Health & Well Being, both of which we offer Support, Consultancy, Audit and Training in.

QSS now has a short film starring our very own Owen the Owl and kindly narrated by him as well as explain what we do and how we can support you, our customers. If you would like to see this then head to our website at: [www.theqssgroup.co.uk](http://www.theqssgroup.co.uk) and take a look.



We took Owen the Owl out on a QSS road trip this year doing 3 Exhibitions at SubCon (NEC), Rail Live (Stratford upon Avon) and the UK Light Rail Conference (Manchester), and some people were fortunate enough to get their hands on their very own Owen the Owl. Keep an eye out on our social media sites to find out where we will be in 2019.

Finally, we welcome a new member to the team, Louise Parton-Ginno who very recently joined us. Louise will take on the role of Principle Consultant and brings with her a wealth of knowledge in the Health and Safety, Quality, Assurance and Training sectors, We welcome her to the team and wish her every success.

-David Harris



## DID YOU KNOW?

- There are over 50,000 bridges and tunnels on the network.
- Station with the most number of platforms is London Waterloo.
- Clapham Junction (south London) is the busiest station in Britain
- Longest non stop passenger service is from London Euston to Preston

Source: <http://www.railtourguide.com/uk-rail-facts/>

## SUBCON 2018

This was our first exhibition of the year! This three-day event allowed us to network, gain leads and gain more of an insight into other industries. This wasn't just a rail focused exhibition so it allowed us to broaden our horizons and see what other industries we could potentially work in. Owen the Owl was greatly received at his first ever appearance at the Subcon exhibition and a variety of individuals are now proud owners of their very own owl!

## RAIL LIVE 2018

For The QSS Group, being part of this two-day exhibition and conference was great! This was the second event that The QSS Group has exhibited at this year and it was great to be exhibiting again. The two days were filled with networking and lots of demonstrations. This was a good opportunity for us to better market our skills in the rail industry! This was a great chance for us to meet potential new clients and further our relationship with existing clients. This opportunity to network with a variety of companies in the rail industry was extremely useful.

## UK LIGHT RAIL 2018

UK Light Rail Conference was the third and final exhibition of 2018. This is the second year we have attended this conference and the two days included conferences and a lot of networking in the light rail industry. Overall, we feel the event was a success and we were happy to be part of the exhibition and it was great to attend!



## RISK MANAGEMENT MODEL 3 (RM3)

The QSS Group Ltd offers support for your Management Systems and operational safety cases by delivering RSSB's Safety Risk Model (SRM).

QSS are leading proponents of the Risk Management Maturity Model otherwise known as RM3. We have undertaken RM3 assessments with a wide range of rail companies since it was developed and have developed our own methodology around the model to create consistency. This allows it to be useful as a benchmarking tool and for comparisons between companies.

The aim for RM3 is for organisations to achieve excellence in safety risk control and this can only be done through effective management. The RM3 process examines aspects of safety management and provides an assessment which can be used for benchmarking and target setting. RM3 has been produced by the Office of Rail and Road (ORR) especially for the transport sector, and is increasingly being used throughout the railway supply chain to demonstrate excellence. It is also embedded into the way the Regulator assesses the maturity of Duty Holder's safety management.

As part of QSS's RM3 service, we presently provide familiarisation training on RM3, which provides attendees with an introduction to the Model, how it can be used and the levels that can be achieved by organisations. The course also gives the opportunity to practice the identification of evidence for assigning levels.

## TEAM ADDITIONS/ ACHIEVEMENTS

2018 has been a great year for The QSS Group Ltd so far and we hope this continues. This year we will be welcoming a new addition to the company and we would like to take this opportunity to welcome on-board:

• **Louise Parton– Ginno: Principal Consultant**

We had our Team Building Meal on Thursday 27th September, where you will be able to read about it in our October blog!

And finally we have booked our Christmas party for this year, which we are all excited about!

We look forward to sharing with you all our 2019 projects and progress in a year, see you then!



## CONTACT

**The QSS Group Ltd**  
**2 St. George's House**  
**Vernon Gate**  
**Derby**  
**DE1 1UQ**

**T:** 01332 221 400  
**E:** [enquiries@theqssgroup.co.uk](mailto:enquiries@theqssgroup.co.uk)  
**W:** [www.theqssgroup.co.uk](http://www.theqssgroup.co.uk)

