

**Welcome** to our first edition of the monthly publication of MetroSigns/ MetroClad which aims to keep you informed and up to date on all issues of our business.



Above: 100 Queen Street • ANZ Blades

## Quality Management

Quality management has been up and running for a number of years now at MetroSigns and has become the way we do business.

Every employee is authorised to fill in Quality Concern Reports (QCRs) - which are filtered directly to review meetings - this helps us to make sure mistakes are not repeated...so keep up the good work everyone and continue to fill in your QCRs!

We have been externally audited - where an approved authority comes in and reviews our Quality Management System - and are proud to announce that we continue to hold a Quality Mark. This is on all business forms.

## Occupational Health & Safety

Occupational Health and Safety has been revamped this last month to conform with recent change across the workforce in Victoria - see form next column.

MetroSigns has established a committee of 5 employees to oversee the system and has trained key people in 'Occ. Health'.

We are currently developing documents, supporting signage and equipment throughout our factory to comply with 'the Act'.



Above: 100 Queen Street • ANZ Blades

## Environmental Management

Another initiative that will be up and running by early next year - environmental management - is a way of ensuring that we are using our resources - water, power etc responsibly.

Like the other administrative tasks above, Environmental Management

provides other businesses and Governing bodies a summary or way of looking into Metro Signs - it is a way of assessing our suitability for work; and, in the long run, helps them decide whether or not we get work - so pitch in every one!

## Christmas Cheer

This has been a varied, challenging year - please see examples of quality workmanship in the ANZ building internals and other internal cladding and signage work at Shannons in Cheltenham.



Above: Shannons • Cladding & Signage

Holiday period start 22/12/05

Most people back at work 09/01/06

MetroSigns MetroClad Accident Form No:	
<b>Particulars of Injured Worker</b>	
Name	Date (office use only)
Address	
State _____ Postcode _____	
Age _____	Occupation _____
Marital Status _____	
<b>Details of Accident</b>	
Address of workplace _____	
Occupation in which worker was engaged _____	
Date of injury _____	Time of injury _____ am/pm
Nature of injury _____	
Part of the body injured _____	Sketch/Diagram
How accident occurred _____	
Time lost - days _____ hours _____	Return to work date (if applicable) _____
First aid treatment _____	First aid attendant _____
Details of any referrals _____	
Accident investigator contacted - Yes <input type="checkbox"/> No <input type="checkbox"/>	
Results of investigation _____	
Workers compensation form lodged - Yes <input type="checkbox"/> No <input type="checkbox"/> When lodged _____	
Were witnesses present at time of accident? If yes, please name _____	
Claim form completed by _____ Date _____	

Above: An example of new look OH&S forms

## Managers Comment

Well 2005 has been another exciting year with many projects of varying quality and degree of difficulty. As the year progressed our sales have reduced but our quality finish has probably increased as the 'pressure' of time commitments has reduced.

Subaru has continued to drive us as the Shell and BOC programmes ceased in mid year and new programmes are difficult to win, as we found out later in the year, but there are some good opportunities in 2006.

We have now progressed on the new factory in that the land has been purchased and a Town Planning permit is imminent, so hopefully we'll be moving in late 2006.

Over the last few months we've had Mike Harper working with us to look at 'the big picture' and to find new opportunities in the future, where Metro Signs can utilise their skills in a broader range of products and

(Managers Comment Continued)

services, as we have become well established as the illuminated sign specialists.

We are looking to appoint a 'Business Development' project manager to expand these ideas in 2006 and we hope this will increase to our aggressive plan to double our turnover over the next 5 years. To do this we need to work smarter and have the ability to plan ahead and better manage our production and installation processes.

Jill and I would like to wish you and your families a very happy Christmas and a safe and prosperous new year. I hope you all enjoy your holidays and come back refreshed and renewed so you are ready for a new and challenging 2006.

Gary Fulton



Above: Sharp Performance documentation

**Your input** /suggestions etc for our next article and beyond would be appreciated - please take some time to put your suggestions below:

We should have;

- Examples of recent jobs
- Articles of interest from the signage industry
- Discussion of Quality Management/ Environmental and OH&S Issues
- All of the above

Other, please specify

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**PRIZE** for best improvement or OH&S idea: \$20.00 Bunnings Gift Voucher  
Employees only - submissions by 20/01/2006



Above: Subaru external signage continues!

## Contact Us

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Above: "MetroSigns in full swing" courtesy of Adam our resident cartoonist