

INVESTOR IN PEOPLE SUCCESS FOR GROWING COMPANY

A growing Mid Wales business, which is one of the UK's top suppliers of emergency power supply systems, is celebrating after achieving the coveted Investor in People (IIP) standard.

Northern Industrial Battery Services (**NiBS** Ltd), established in 1992 and based in Four Crosses for 10 years, has a workforce of 17 and places a high priority on up-skilling and staff development to ensure that quality standards are maintained.

Recognising quality staff training and development, IIP is managed in Wales by training and lifelong learning organisation ELWa, which is supporting **NiBS** Ltd with a Company Learning Account (CLA).

NiBS designs, installs, services and tests industrial battery systems and associated equipment for emergency power supply for major customers all over the UK and on offshore oil rigs.

Included in the company's portfolio of customers are the likes of British Nuclear Fuel, the Ministry of Defence, BP, power generation, finance houses and computer centres.

A leader in its field and holder of the ISO 9001 quality standard, **NiBS** Ltd has its own in-house training programme. The culture of the organisation of one of support and employees are encouraged to take opportunities for development with the message that the main asset of any successful company is its personnel, understanding the company's objectives and giving the customer what they want.

"Because of the nature of our work in many sensitive locations, the standards that we must meet are exacting and training is essential to maintain quality," explained the company's Business Manager Shenagh Gilliard.

She said the company was delighted to achieve IIP a year after committing to the standard, which was widely recognised by customers as a quality mark.

"As a company we are particularly strong on training and staff development and the IIP award formally recognises that we are on the right track and doing the right things," she added. "Due

to IIP, we have improved our tracking procedures so that training is now analysed and assessed to ensure it's effective."

"The assessors report contained unprompted praise of management and confirmed the effectiveness of the effort in communicating with staff – especially remotely located engineers - who described the support they receive as excellent."