



PETERSON SBS

CHARTER



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Continual Improvement System

Introduction

The Peterson SBS, Continual Improvement System (CIS) is an essential element of the Quality Management System and the main driver towards continual improvement of the Company's business performance. Peterson SBS shall ensure that in addition to operational performance, Continual Improvement Documents (CID's) are raised relative to health, safety and environmental opportunities and to identify legislative obligations.

The CIS System is also the primary tool for promoting pro-active suggestions towards continual improvement and for recording commendations from customers for successful service delivery.

Management Commitment

In accordance with this Charter the Senior Management Team of Peterson SBS are committed to:

1. Acknowledging every CID received as an opportunity to respond to a specific item raised and to use any lessons learned to implement improvements within both Peterson SBS operational activities and in the interface with our Clients and their contractors.
2. Thorough investigation of issues raised and to provide the originator with a detailed response to the particular issue, together with the root cause and evidence of quality actions taken to prevent recurrence.
3. Ensuring that the interim period between raising a CID, recording it in the CIS database and receipt by the appointed investigator, does not exceed 3 working days.
4. Responding to CID's in a timely manner, with a target of closing out 95% of CID's raised on Peterson SBS, within 30 days or as otherwise agreed with the Originator.
5. Reaching agreement with Clients and their contractors to achieve closure of CID's raised by Peterson SBS on them within a 30 day period, or as otherwise agreed with Peterson SBS.
6. Undertaking verification of satisfactory, corrective and/or preventative action close-outs through the internal and external audit process.
7. Utilising the CIS database to identify trends and to work in co-operation with all parties to tackle the issues highlighted through the analysis provided.
8. Ensuring that, where appropriate process outcomes are used to facilitate continual improvement, implement "best practice" and provide an opportunity to share key lessons across the organisation.

Mike Porter
Managing Director
Peterson SBS

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