

BODY & FACE ST CYRUS LTD

WELCOME to our 27th issue, bringing you news of the Company's progress with information on new ingredients, product developments, regulatory issues, and staff successes.



Issue 28



December 2017

Quality—again!

Biting the Bullet! October 9th saw a visit from our LRQA Assessor to undertake a Gap Survey to identify any issues relating to our transition from the 2008 version of the Manufacturing Quality Standard ISO 9001 to the 2015 version. With increased emphasis on risk analysis and management input to avoid any production / process problems, I'm pleased to say that, with a few improvements:

tweaks to our Quality Manual

some metrics added to plans

taking business opportunities

discussions with staff to help them take ownership of procedures for which they are responsible

we are going for transition by April 2018 when our next accreditation would be due — Have to transition by September 2018 anyway! To quote from our Core Values—Pride and Proud in our products and services!

Wish us luck!

Gift Bags!

Remember our beautiful Gift Bags (just some of them pictured above) when you are Christmas shopping! Available from our Naroma Tea Tree, Aromatherapy and Naturally for Men ranges, there will be something to choose for all friends and loved ones!

See www.bodyandface.co.uk/shop to purchase online, telephone your order or email sales@bodyandface.co.uk.



While some of the staff were away—!

Work did not stop during the August Workshop closure—some very non-routine maintenance activities took place with thanks to Debbie, Rachel, Michelle and Jen for all the hard work and the supervision of external contractors:

- * Emptying the storage containers and disposal of redundant chemicals—moving towards GMP
- * Painting of stools and walls
- * Thorough cleaning of the Workshop / Warehouse
- * PAT testing of the electrical equipment
- * Our balance check weights verified by Weights & Measures
- * Safety work enclosing the Electrical Switchboard—required by our insurance company
- * Tidying of the yard—amazing where plants can grow!



Our Facebook Page

Please register that you like our products on the Body & Face Facebook page and become Friends to follow us for the latest news at : <https://www.facebook.com/bodyfacestcyrusltd>

Our Products are made with the use of minimal processing of ingredients, are as natural as possible with the minimal use of preservatives etc (only as required for the specific product to comply with legislation).

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Lunch at the Sauchieburn Hotel - Bill was the photographer



Commendation

Lovely message relating to delivery of our Aromatherapy Base Carrot Moisturiser to a new customer in France — 'I recommend the quality of the products, the professionalism and kindness of the team, as well as the fast delivery method'.

Staff News

Congratulations to Linda, our Workshop Manager, on achieving her Level 4 SVQ in Management & Leadership in record time to quote her mentor, George. Here's Linda receiving her certificate from George at our celebratory lunch at the Sauchieburn Hotel on 16th August. Charlie, the company mascot, will be taking Linda & Ivan to Orkney when the official ceremony is held at the AGCC. Sadly George is retiring from his rôle as Vocational Qualifications Team Leader at the AGCC and will be greatly missed for his guidance and enthusiasm.

We also welcomed Michelle and Jen to the Workshop team, both successfully completing their probation periods. Michelle moved to full-time employment on 11th September!

IT Gremlins

Apologies if you recently tried to order through our retail shop. An upgrade of the shop control software caused problems with the email system notifying customers (and B&F) of order status. Now fixed! Happily did not have to restore and then rerun the upgrade!

Festive Season Closure

The Workshop will be closed from Friday 22nd December, re-opening on Wednesday 3rd January. We can still be contacted via email, voicemail and snail mail as there will be checks throughout the closure period.

Good wishes to all our customers for the Festive Season and for a happy and prosperous 2018

COMPANY INFORMATION

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Company Employees and Contact e-mail addresses:

Directors: Bill Carr, Angela Carr BSc, MLib

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Business improvement: angela@bodyandface.co.uk

Office: Debbie Moggach - accounts@bodyandface.co.uk

Workshop Manager: Linda Bolt

Workshop/Production: linda@bodyandface.co.uk

Production Team: Stacey, Cheryl, Rachel, Fiona, Michelle, Jen

Warehouse & Maintenance: Ivan Walker