

Two new appointments to strengthen the Management Team in Birmingham



**Horticultural Development Manager
Nicola Little**

Quadron is very pleased to welcome two new recruits to enhance its management team in Birmingham.

The roles of Horticultural Development Manager and Quality & Systems Manager will complement the operational team, providing vital extra resource to develop links with the community, encourage feedback, introduce quality systems and develop the service by working with community and Friends groups.



**Quality & Systems Manager
Suzanne Burge**

Nicola will develop community engagement and liaison with a multitude of stakeholder groups.

Nicola holds a BSc. (Hons) Degree in Horticulture from Writtle College, combined with practical skills learned at Cambridge University Botanic Gardens. She was previously a Technical Director for a major horticultural supplier to the retail sector. In her new role Nicola will be aiming to create exciting, safe and accessible parks that are attractive throughout the year by securing external funding from sources such as the Lottery Fund. She will liaise with Birmingham City Council Officers and local communities to develop parks management plans in line with Green Flag criteria as well as supporting Friends of Parks and local communities with their In Bloom competition entries.

Peter Short – Constituency Parks Manager of Birmingham City Council said, "The appointment of Nicola is a welcome addition to the team from Quadron in Birmingham. Her role is a key link between the City Council, Quadron and the communities we both serve, which will provide real benefits for us all. I and my colleagues from the Parks & Nature Conservation Service look forward to working with her in developing links with residents groups and other interested bodies, which can only serve to further enhance the levels of community involvement and sense of ownership of Birmingham's Parks and Open Spaces".

Nicola responded by saying, "I am delighted to be joining the team. I hope that my knowledge and experience will augment the excellent work already undertaken by Quadron. I look forward to working in partnership with Birmingham City Council Officers and stakeholder groups to deliver the highest possible standard of amenity services for the benefit of the entire community".

Suzanne's role as Quality and Systems Manager will be to ensure that the service quality satisfies the specific contractual obligations of Birmingham City Council and meets the requirements of ISO 9001:2008 and ISO 14001:2004. Quadron is committed to a policy of Quality Assurance throughout its activities.

Suzanne has a wealth of knowledge and experience in technical business support systems. Prior to joining Quadron she was a Management Systems Co-ordinator/Lead Auditor within the construction industry.

In her new role Suzanne will be developing and implementing the client's POPI Management System with responsibility and authority for addressing matters affecting quality and performance.

She will perform day-to-day auditing of computer and quality systems, and sampling of works performed, along with the implementation of systems leading to ISO 9001 Quality Management systems and ISO 14001 Environmental Management Systems.

Suzanne said, "My role is about maintaining a progressive culture of quality throughout the Contracts in Birmingham by striving to adhere to and improve our processes, systems and working practices and to exceed our customer's expectations".

Martyn Bradley – Area Manager for the Birmingham Contract said, "The appointment of Suzanne is a welcomed addition to the Quadron team: on a practical basis, this means performing each and every task and duty thoroughly and correctly first time, every time".



Calling all Quadron Staff
Are you interested in becoming a
Biodiversity Champion for your Contract?
Further details in the next addition of Groundbreakers

Do you know...

That we are continuing
to develop our website?

Check it out at
www.quadronenvironment.co.uk

Horticultural Training begins at a young age at Millpool Gardens Nursery

Quadron staff recently visited Millpool Gardens Nursery in Kings Heath.

Contract Manager Paul Spinks and trained gardeners Vanessa Mathers and Harry Poole helped to propagate an interest in all matters of horticulture.

The staff and children of the nursery were assisted to design and plant an area of herbs and vegetables that would offer a visually pleasing yet practical, informative and useful addition to the site.



Harry Poole imparts the horticultural knowledge accumulated over thirty three years to attentive pupils.



Quadron employees of the future?

And the customer response...

“ Dear Paul and the team,

i wanted to thank you for your support with our garden project. the children benefit so much from an outdoor environment that is stimulating and purposeful. The staff and children now have the starting block to build upon and have plans to grow and eat their own produce. we will look forward to working with you and your team in the future.

Kind regards

Clare Hewitt
Nursery Manager

”



Remember green side up Vanessa!

Customers come first...

As part of our standard customer care policy we like to give our customers the opportunity to let us know what they think of our service delivery standards.

This feedback is used to amend the future service so we can make sure that we meet your needs. If you have an enquiry or comment, please contact us using the contact details below or by filling out and returning the enquiry form, alternatively feedback can be given via the website, www.quadronenvironment.co.uk

CONTACT DETAILS

Area Manager: Martyn Bradley
Email: martyn.bradley@quadronservices.co.uk

Operations Manager: Dennis Wood
Email: dennis.wood2@quadronservices.co.uk

Office Telephone: 0121 326 0366 **Fax:** 0121 328 3519

Address: Quadron Services Limited, 195/196 Mount Street, Nechells, Birmingham, B7 5QN

Service delivery comment / enquiry request

DETAILS OF ENQUIRY

Location: _____

Date / Time (if applicable): _____

Specific details of comment / enquiry: _____

Reply required YES / NO (please delete as applicable)

CONTACT DETAILS FOR REPLY

Name: _____

Address: _____

Daytime Tel No.: _____

Email address: _____

THANK YOU FOR YOUR COMMENT / ENQUIRY