



In Focus: Quality In Business

Lifeline Alarm Systems is the first Island business to receive the Chamber's new Quality In Business mark

Quality In Business is designed to help Island businesses to raise quality and standards, improving profitability and raising employment levels

Congratulations to Mark Lee and Lifeline Alarm Systems who are the first recipients of a brand new accreditation scheme designed by the Isle Of Wight Chamber Of Commerce. The Quality In Business scheme encourages business improvement and reflects standards of customer care, quality of products and services, business environment, training and development and community standing.

Lifeline Alarm Systems in Newport are long-standing Chamber members and

were named Member of The Year at the 2015 Business Awards For Excellence. Their QIB status joins a host of other industry awards and accreditations including NSI Gold and an ISO 9001 Quality Assurance System, placing the company in the same league as national providers. Lifeline has a track record for innovation and was the first Isle of Wight based company to be awarded Nacoss accreditation.

"We are extremely honoured and very proud to be the first Isle of Wight business to be awarded QIB Accreditation," says Lifeline's Mark Lee. "Lifeline are trend-setters and the company is built on a foundation to deliver quality at every level of its

business operations. This includes health & safety, team performance, business processes and delivery to customers. We want our customers to do business with us because they like the service that they receive, from the people who are delivering it, with prices that are a fair reflection on the goods they purchase. We thrive on success and feedback, so that we can constantly improve where we need to and maintain high levels of service. We are committed to continuous improvement and development.

"Over recent years Lifeline has received high commendation from its accreditation body NSI for its consistent level of high standards, as

well as winning awards both locally and nationally. To gain the QIB Accreditation from the Isle of Wight Chamber of Commerce we feel is just another demonstration of the commitment made by each individual of the team to deliver to the best of their and our company collective abilities. We also want to send out a clear message to customers and suppliers alike that they can have total confidence in Lifeline as a business partner. They can have complete assurance that we are working to raise and maintain standards at every level of our business operations.

“We look forward to working closely with the Chamber, our fellow members and businesses across the Island in assisting others to implement this

“Being recognised as a Quality in Business company demonstrates that your company has achieved high standards of good business practice and that you are serious about developing and growing your business. The QIB mark also demonstrates to your customers that your business strives to provide the best quality products and services to its customers.”

Kevin Smith, the IW Chamber’s Chief Executive

accreditation. It will be invaluable for businesses looking to raise their profile, standards and overall contribution towards a greater Island economy.”

Kevin Smith, the IW Chamber’s Chief Executive says:

“Congratulations to Mark and the team at Lifeline, a great company to receive the first award. I’m really pleased for them, they’re a great business that is growing and developing. The Quality in Business scheme will assist all businesses, no matter what size or industry sector. This kite mark has been developed to encourage businesses to review the way that they operate and look to improve their performance, with the objective being to increase profitability, grow their businesses and

employ more people. All of this helps to grow the Isle of Wight economy.

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Lifeline’s Mark Lee (left) with the Chamber’s Chief Executive Kevin Smith

Apply for the Quality In Business mark now!

Isle of Wight Chamber members will receive a free assessment as part of their membership, covering the company for a 2 year period. Non-members will need to pay £175 plus VAT for the assessment. Members will still need to complete both the self assessment and the face to face interview before accreditation is granted. Find out more at iwchamber.co.uk.