

Welcome back to Fathom's newsletter— early spring

Yes, it has been a little while since Fathom's last update. Business life has been hectic - it is hard to believe we are already well into the second half of the year. So far 2006 has brought quite a number of changes - early in the year Fathom Business Architects was formed to focus entirely on the service delivery work; by March two more RCSA Members had become certified in the Standard; and in May we held a very successful series of presentations on Better Business. We hope you enjoy this edition and welcome your feedback.

Members certified in the RCSA Service Delivery Standard

Interest in the RCSA Service Delivery Standard is continuing to grow across the industry. Two RCSA Members achieved certification Standard earlier this year, and the number of enquiries received both from RCSA Members and from users of recruitment services has grown significantly, particularly in recent months.

Demonstrating their commitment to excellence in recruitment services, Stenhouse Recruitment, in Brisbane, and the Perth office of LoGo Appointments, were presented with their certificates at the RCSA President's Dinner in Sydney in June.

LoGo Appointments offer specialist recruitment and consulting services to local governments across WA, Queensland and NSW. Helen Passmore, MD, said she believed the RCSA Service Delivery Standard gave them a basis on which to define the structure and operations of their business, which not only improved their service quality but also proved critical to the early success of their newly established Sydney office. Click [here](#) for the media release.

Rosemaree Ellis, MD of Stenhouse Recruitment in Brisbane, said "The RCSA Service Delivery Standard provided us with the opportunity to truly review our business, documentation, and mechanisms for feedback to ensure we continue to deliver in line with our values and customer expectations". Stenhouse offer management and administration recruitment services across Brisbane. [Media Release](#).



Claudine Caratti, Southside Personnel, and Mr. Kevin Andrews, Minister for Workplace Relations at the RCSA AGM in Melbourne November 2005.

Late last year Southside Personnel also achieved certification and was awarded their certificate by Mr Kevin Andrews, Minister for Workplace Relations, at the RCSA AGM in Melbourne. Shirley Caratti, MD of Southside Personnel, said she was gratified that her business had demonstrated its commitment to clients and candidates. "We have always placed the highest priority on meeting the needs of our clients and candidates quickly, professionally and to the highest quality, and we are thrilled to have this recognised through this certification." Click [here](#) for the media release.



Ms Helen Passmore, MD LoGo Appointments, Jan Spriggs, President RCSA Standards Council, and Sharon Dockery, Consultant with LoGo Appointments.

Fathom Business Architects

As a result of growing market interest in service delivery management both in the recruitment industry and in other industries, we felt the time had come to dedicate management and operations to running the service delivery consultancy. Fathom Business Architects was formed under the directorship and management of Dianne Gibert, to focus entirely on service delivery and related consultancy services. Michael Hart retains Fathom Consulting Group, which now focuses on technology based solutions for businesses. The businesses continue to work closely.

Fathom Business Architects now operates from city offices at Level 14, 150 Lonsdale St, Melbourne, and is contactable on 03 9667 2495. We also have a new website at www.fathombusiness.com.au. This newsletter will be dedicated to Fathom Business Architects and service delivery matters.

Better Business Series

A key issue facing business owners and managers is how to grow the value of the business and ensure its sustainability. During May a series of presentations were made around Australia to RCSA Member with the title "Build a Better Business". Fathom Business Architects presented on the topic of service delivery and management systems, beside Rod Hore from



Interested to find out

[Fathom Business Architects website](#)

[Service Delivery Standard site](#)

[Standard Application Pack](#)

[Standard Presentation](#)

[RCSA Conference 2006](#)

[RCSA website](#)

value of the business and ensure its sustainability. During May a series of presentations were made around Australia to RCSA Member with the title "Build a Better Business". Fathom Business Architects presented on the topic of service delivery and management systems, beside Rod Hore from HHMC on growth strategies, Nigel Harse from MDB on benchmarking, and Chris Hart from Hart Consulting Group on staff management.

The series was so successful that we are considering developing this into an annual event. If you are interested in seeing some material on this event, please contact Dianne at dianne@fathombusiness.com.au.



More about Fathom Business Architects

Fathom Business Architects is a service delivery consultancy specializing in improving the management and delivery of services to customers. We use international service standards and industry standards to provide a benchmark for service management, and provide a range of tools and support to assist managers to develop a more focused business and more satisfied customers.

Our services include assessments against standards, pre-audit advice and support, customer surveys and performance improvement consulting, as well as managing the Service Delivery Standard on behalf of the Recruitment and Consulting Services Association.

Profile on Shirley...

Shirley McKerrow has recently taken on the role of Finance Manager and Site Manager. Shirley is located in Darwin, but that is not too far away these days. As a virtual office, Fathom has contractors and staff located around Australia, and mobiles and internet sites allow for full communication. In addition to managing the finances of the business, Shirley manages and co-ordinates these internet sites both for Fathom's internal use and to help us communicate on projects with our clients.

Shirley has a fascinating background. She has extensive experience in politics and governance, having held a variety of roles in the National Party of Australia throughout the 1970s, 80s and 90s, including Federal President for seven years. Shirley was the first woman in Australia to hold such a role for any Australian political party. In 2004 she was awarded an OAM. Shirley was also a member of the Licensing Commission of the NT Government for 5 years, often travelling to remote aboriginal communities to settle disputes and make decisions on alcohol management. In addition to all this she has also previously owned and managed successful small businesses in corporate service and website data management, so she is well experienced with the rewards and occasional frustrations of IT management!



Shirley McKerrow,
Finance Manager

Click here to

[Unsubscribe](#)

[Feedback](#)

[Contact Us](#)

Fathom Business Architects
ABN 87 261 696 484
Level 14, 150 Lonsdale St
Melbourne Vic 3000
Tel: 61 3 9667 2495

Web site: www.fathombusiness.com.au
Email to: info@fathombusiness.com.au



