

Welcome to Fathom's newsletter— autumn edition...

The year of 2007 is already into full swing. We hope your year is developing into an exciting and rewarding one. Featured in this newsletter are 2 more companies certified in the RCSA Service Delivery Standard. Also, Fathom Business Architects has merged to enable us to offer a broader range of certification services.

Fathom Business Architects merger

Fathom has enjoyed considerable growth in the past 12 months. Over the next few years we believe the RCSA Service Delivery Standard will become a more significant feature in the recruitment industry, and we have recognised that we need to restructure the business to allow for greater growth.

As a result, last month Fathom formally merged with CTQ Management Pty. Ltd., lead by Craig Popplestone. Craig has nearly 2 decades of experience in quality management, including stints as a Quality Manager, and for many years now as a fully qualified auditor. Craig specialises in ISO 9001:2000 Quality Systems Management, but also audits in privacy, OH&S and food management certifications.

The merger with Craig's skills, experience and business base allows Fathom to offer a wider range of services to our clients. In addition, the increased size of the business allows us to seek full accreditation with JAZ-ANZ, the accrediting body for all certifying bodies such as Fathom, in Australia and New Zealand.

Dianne Gibert, the CEO of the merged business, said "This is a fantastic development for us. Most exciting is that we can now combine quality and service delivery certifications, offering clients certification in either or both of these standards. We are looking forward to a very exciting year. "



Dianne Gibert and Craig Popplestone,
both of Fathom Business Architects

To find out more....

Click [here](#) for Fathom's website

Certification [Application Pack](#)

RCSA's Service Delivery Standard [website](#)

New [article](#) on service & quality certification

Take a quick service delivery [survey](#)

Manpower and Nightingale certified in the RCSA SD Standard



Lincoln Crawley, Director Manpower
Australia, and Steve Shepherd, Presi-
dent RCSA at the RCSA Conference,

Manpower Services (Australia) Pty Ltd is one of the largest international recruitment businesses, and recently obtain certification in the RCSA Service Delivery Standard across all Australian branches.

"We've had our business ISO accredited for over 10 years, this year we have opted to attain an RCSA accreditation as it is specifically designed for the recruitment industry and is in line with our brand attributes of being forward looking, expert and trustworthy", said Mr Crawley. Click [here](#) to read more...

Earlier this year, **Nightingale Nursing** became the first nursing recruitment agency in Australia to be certified in the RCSA Service Delivery Standard. Based in Sydney, Nightingale place backpacking and overseas based nurses as well as local nurses to Australian jobs.

Managing Director of Nightingale Nursing, Mr Graham Bower, said achieving RCSA Certification is a great help to the business and will be well-received by clients and candidates. Click [here](#) for more...

Interest in the RCSA Service Delivery Standard is continuing to grow across the industry, and many Members are working through a process of preparing for certification. If you are interested to find out more about certification in the RCSA Service Delivery Standard and how it can help your business please click [here](#).

Better Business Series

A key issue facing business owners and managers is how to grow the value of the business and ensure its sustainability. Building on the highly successfully series of presentations made last year, the Better Business series will be presented again this May around Australia and New Zealand. Nigel Harse from MDBTWO will present the facts of life from his benchmarking survey. Rod Hore from HHMC will discuss growth strategies and mergers and acquisitions for your business. Dianne Gibert from Fathom will explain how using the framework of standards improves management control.

If you are a business owner this seminar will give you valuable information on how to increase the value of your business. To find out more, please click [here](#), or register by completing the RCSA [brochure](#).



:: Build a Better Business 2007

:: **Measure, Manage, Perform**

Some quotes for your day ...

"Success is the ability to go from one failure to another with no loss of enthusiasm." Winston Churchill

"Obstacles are those frightful things you see when you take your eyes off your goals." Sydney Smith

And for a laugh...

"Money doesn't make you happy. I now have \$50 million but I was just as happy when I had \$48 million." Arnold Schwarzenegger

"The lion and the calf shall lie down together but the calf won't get much sleep."
Woody Allen.

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