



CHAPCO

One team. Unlimited solutions.

CHAPCO Group 2011



Chapco Group have been supplying building maintenance services to commercial, industrial and domestic clients since 1976. Providing planned and reactive maintenance to various companies in different business sectors, the Group has seen substantial growth through acquisition and services development.

Lighting Services

Infrastructure
Services

Facilities
Maintenance
Services

Telecoms

IT Services



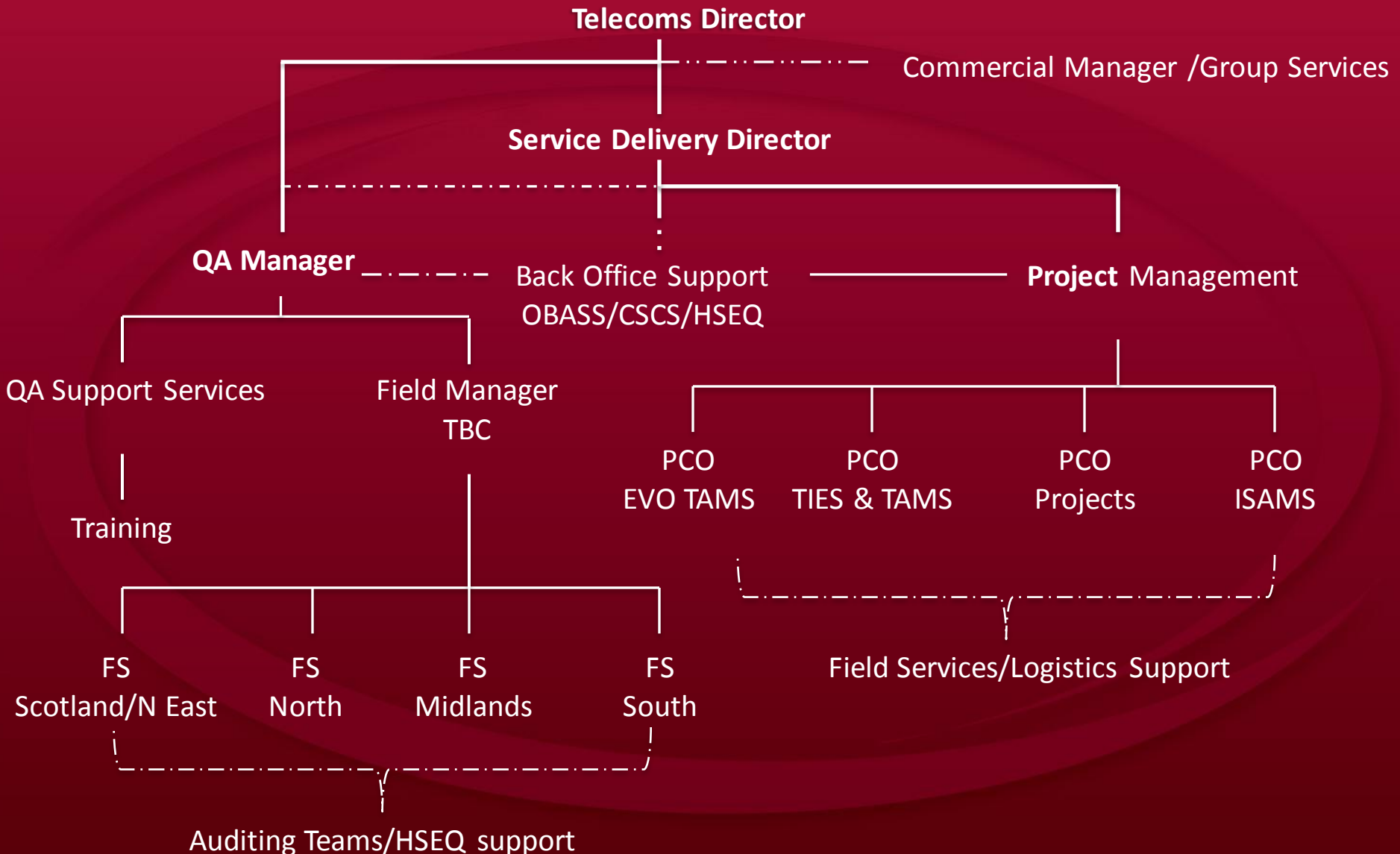
CHAPCO – Summary Statement



- Our aim is to work closely with our customers, service partners and suppliers in an environment of continuing improvement to provide a first class service upon which our customers can rely.
- Customer care is an important factor in the company's success and every effort will be made to develop close links with our clients and stakeholders in order that a mutually beneficial relationship can be established and developed.

- Chapco currently provides over 5,000 service installs in BT exchanges throughout the UK and Ireland, varying in size and complexity.
- With over 150 experienced telecoms engineers, we are able to deliver a complete range of I&C services to our clients.
- Project management, QA, QC, installation, commissioning, integration, maintenance and training within ..
- Fixed networks, Local Loop Unbundling (LLU), EvoTams & Tams, Stingers, MSAN, CMSAN, FMSAN (BT21CN), DWDM, SDH, CMF, OHI, Bulldog.
- Decommissioning & Exchange Recovery
- FM, Building & HVAC services
- IT Infrastructure

CHAPCO – Management Team



CHAPCO - Quality Assurance



- ISO 9001 & TL9000
- Audit Schedules
- Defect Management
- Performance Measurement
- Statistics & Trend Analysis
- Team development & Action Plans
- EI's & QI's
- Document Control
- Inductions & Toolbox talks
- Training
- Site Visits
- QA – Quality Assurance

'Key', Quality Objectives?

- Provide a trained workforce with a 'right 1st time focus'.
- Develop and implement a robust, auditing process.
- Performance monitoring.
- Feedback (Good communication).
- Toolbox talks and corrective actions (Service Improvement).
- Team Development
 - If we do the above, we get...
 - Delivering to the customers expectations (98%)