

It's not pleasant to recall tough times of the recent past and the lasting effects of deep recession. During the 90's many employees stayed in jobs they hated and made few demands when asked to work longer hours for the same pay. Perhaps the same is true today.

However, as signs of recovery emerge, slender as they are, unhappy staff are more likely to leave and those businesses without good business practices will fall behind.

Motivation, self-improvement and respect matter. A happy, satisfied team is most definitely a loyal and more productive one. Moreover, your business' reputation will make a difference to those new employees you are seeking to attract.

Raising standards whilst watching your bottom line is widely acknowledged as best business practice. This could be critical when we are facing a challenging and increasingly competitive business climate.

We first began our business in 1993 and we are proud to have followed these principles ourselves. As a consequence we are able to offer a comprehensive range of specialist business services aimed at helping both private and public sector organisations attain nationally recognised quality standards.

Investing time, a little money and your energy in improving a good business can make it a **great** one.

### **The Merlin Standard**

The Department for Work and Pensions (DWP) has selected emqc, one of the UK's leading standards assessment companies, to deliver its new Merlin Standard. Please visit [The Merlin Standard](#) page for more information.

### **The matrix Standard**

While there is some information available about the **matrix** Standard here on our site, for more in depth information and further resources please visit [www.matrixstandard.com](http://www.matrixstandard.com).