



Testimonial for Jo & Wayne Pearce – EBS

As a Driver Risk Management Consultant, I work with businesses to help them introduce a driver safety programme to protect both the business and their people, therefore, attention to detail and the quality of the service I deliver is of paramount importance.

While clients I work with experience first-hand the quality of my service, potential clients have only my word, that's why I felt it important that I was able to demonstrate this by acquiring ISO9001 Quality Standard.

The problem was that I didn't know how to take my business through this standard but, I knew people who could help, that was Jo and Wayne Pearce of Eaglet Business Systems Ltd.

After an initial meeting with Jo, the process of training commenced. Wayne carefully took me through the various stages of the implementation process, which essentially was to first break through the jargon and help me understand what each element of standard meant and more importantly, how this applied in my business. We then completed the relevant documentation in a phased and structured manner.

Something that I was not expecting has come out of this process, that was to document the many aspects of my business that were quite frankly, in my head! I now have tangible evidence of all the key elements of my business, a SMART business plan, sales and marketing processes, just to name a few.

I can honestly say I would have been completely lost if it were not for Jo and Wayne, they certainly do exactly as their strapline says, ***'Here to take the jargon, hassle and mystery out of International Management Standards'***

Their attention to detail is second to none and their customer focused service is a credit to EBS, I therefore have no hesitation in recommending Jo and Wayne to any business who have ISO needs.

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October 2021

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