



## Case Study



### SENTINEL WATER LTD

Steve Wall initially set up Sentinel Water in 1994 with just one principal client, the company has grown and now offers water management and Legionella control services to leisure centres, housing schemes and care homes.

Steve realised that the company was at a stage where it needed to put a number of systems and accreditations in place to demonstrate its capability to deliver within the tendering process. In response to a flyer from Gateway For Business, Steve took up a training grant and with their help steered his staff through the ISO 9000 and Investors in People accreditation process, whilst at the same time undertaking work on the more sector specific accreditation from the Legionella Control Association and some Health & Safety training. Sentinel staff also took advantage of the free GFB management and task specific seminars including subjects like "Spreadsheets" and "Employing and Managing People."

As a result Sentinel Water staff now have more clearly defined roles and feel more ownership of their various tasks, communication has been improved, and new systems have been developed. Whilst examining all the different processes the company has been able to plug any gaps and the foundations are now in place for them to grow.

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Two additional staff have been taken on already and turnover has increased in spite of a reduction in work from their main client. Steve feels that thanks to GFB's help they are now able to compete with any other company in the sector.

“ The journey we have undertaken has been of huge benefit to the company, it has helped make us a lot more confident about what we are doing. We are more professional and we can prove it. It will lead to an increase in turnover and profits and it has definitely put us in a position to win more tenders. I would strongly advise other companies not to miss out on this opportunity.”

D017 Rev1