



Cannon Road  
Heathfield Industrial Estate  
Newton Abbot  
Devon TQ12 6SG

Tel: 01626 836777

Fax: 01626 836774

Email: [info@qmarkings.co.uk](mailto:info@qmarkings.co.uk)

[www.qmarkings.co.uk](http://www.qmarkings.co.uk)

*Any Surface...We've Got It Covered!*



## NEWSLETTER JANUARY 2009



### THIS MONTH AT QMS

- Helping Devon Drivers Stay Safe
- QMS at RMB Chivenor
- New Appointments
- Christmas at QMS

## There Is No Doubt That 2009 Is Going To Be A Tough Year For All

However, you can be assured that all at QMS will be working as hard as ever to support you in the year ahead through our commitment to value, service and quality. We haven't been resting on our laurels either and have some very exciting product and service developments destined for 2009, so please make sure you stay in touch.

### Helping Devon Drivers Stay Safe



We have just completed a major contract for Devon County Council for high friction surfacing to junction approaches. The work involved the laying of 15,000 square metres of Methyl Methacrylate (MMA) resin bonded high friction surfacing. The system is a fast cure high strength resin which is a BBA Accredited system. QMS is the only company in the South West approved to lay this system which has proven to be one of the best in terms of strength (aggregate retention), durability and reducing time on site (keeping traffic disruption to a minimum).

### QMS at RMB Chivenor

During December and January we have been working for Morgan Ashurst at RMB Chivenor installing thousands of metres of line marking paint to denote internal and external safety walkways and vehicle separation zones to the new Motor Transport Facility. The system needed to be applied to a polished concrete surface, be suitable for both internal and external areas, be resilient to oils and solvents and be highly durable in an environment that will be used by a mixture of pedestrians and military vehicles. We installed two systems, one pack Epoxy paint with acrylic lacquer to the walkways and Methyl Methacrylate line marking paint to the vehicle areas. The final results are, as you can see, outstanding.



For more information on any of these products please visit our website [www.qmarkings.co.uk](http://www.qmarkings.co.uk)

Registered Address: 31 Steed Close, Paignton, Devon TQ4 7SN.  
Registered Company Number: 042 383 67  
VAT Registration Number: 7773239 94



## Christmas at QMS

It seems a long time ago now, but our Christmas party, which was held at Woodbury Park Golf Club, was a fun, feature packed day and evening. The festivities started at 10am with a not too serious golf competition for employees, which did involve the wearing of silly hats, on so called joker holes! After lunch we were treated to a tour of the Nigel Mansell World of Racing which was a fantastic insight into his amazing career. Before the evening dinner we checked into our hotel rooms (courtesy of QMS), where everyone could relax and prepare for the evening. On arrival in our rooms, we were treated to a fantastic Christmas cake (from Little Venice Cake Company—again courtesy of QMS). Everyone enjoyed a glorious meal and later dancing and a musical extravaganza by guitar duo ‘Mahoney’ who were simply fantastic. Our Managing Director Ralph Clark said ‘the main aim of the day is to say a big thank you to the partners of all of our staff for the hard work and unsociable hours our employees work throughout the year’.



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## Appointments

We are pleased to announce the appointment of three new postings within the Company and would like to warmly welcome them into the family that is QMS:

**Andy Smith** – Operative

**Gary Mounce** – Operative

**Steve Penfold** – Operative

## Other News

Our 2008 customer satisfaction survey results were released this month showing excellent results, most of our customers come to us by recommendation, all of those that returned the questionnaire agreed ‘they would use QMS again and would recommend QMS to others’. The overall average rating for the service provided by QMS:- 8.90 out of 10. These are magnificent results that all at QMS are very proud of. The full Customer satisfaction analysis can be found on our website, in the downloads section.

January is traditionally our training month, where all of our staff are required to undertake medicals, update training certificates and cards, and embark upon a series of product and services refresher courses. In total QMS have committed over 200 man days to training in 2009.

An update and complete overhaul of our computer network was successfully undertaken during the Christmas break, ensuring our IT systems continue to perform at their best.

Don’t forget to use our excellent mini websites, which continue to inform our customers about our current products and services.

[www.carparkmarkings.co.uk](http://www.carparkmarkings.co.uk)

[www.decorativesurfacing.co.uk](http://www.decorativesurfacing.co.uk)

[www.schoolplaygroundmarkings.co.uk](http://www.schoolplaygroundmarkings.co.uk)

Also, please watch out for the advertising campaign for our Decorative Surfacing range in Devon Life in the February, March and April issues. We are also running an Adwords campaign on Google.co.uk.

We are continuing to increase our presence on the internet with listings in online directories such as—Freeindex.co.uk, Applegate.co.uk and Touchlocal.com. And don’t forget our very informative listing in Google maps.

We welcome your comments and reviews which can be done at Freeindex.co.uk or Google Maps, or alternatively ask us for a customer questionnaire.

We have attached a Case Study of the installation of Internal & External Safety walkway markings at RMB Chivenor.

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