

Here are a few things that are keeping us busy at Linney Group:

Key Issue

Entering awards – our current thinking...

...Interesting subject and one which is much debated. Should we be entering more awards? Problem is that to enter awards you really need to enter them with the objective of winning. To do this is hugely time consuming and interferes with looking after our customers in the really dedicated way that we try to do. Sometimes our customers ask us to help them enter awards and we are only too happy to do so.

Awards have a habit of being tricky. It is easy to become a professional award-winning company whilst at the same time being a professional customer-losing company! The two have a nasty habit of going together!



It's also about who we are trying to impress. Our customers always judge us and their judgement is always current i.e. work we are doing for them right now, not an award we won four months ago. Our current thinking is that this is more appropriate and more relevant than entering awards.

Prior to 1995 when we sold our newspapers, we were regular newspaper industry award entrants and we won more classified advertising awards than any other paper, including winning the 'Best Classified Section' award in more consecutive years than anyone else. We knew how to enter them, we knew how to win them and we knew how to use the accolade of winning them to develop the classifieds in the papers. But that was a different type of business, we were a publisher, now we are a supplier.

In the kind of business we are in now, we think it is best just to get on with the job, doing everything we can to provide legendary customer service and let our service to our customers do the talking.

These days, a potential new customer often wants to talk to one of our existing customers, before committing to us. We understand and support this and we know that our existing customers have often made major contributions to us winning work by what they tell the potential new customer. That strikes us as absolutely sincere and hopefully unchallengeable – so for the time being... no awards!

Stop Press: Would you believe it, the first time we write about awards and it coincides with us winning one of the most significant awards in our history! We still feel the above is true, we did not enter the award with McDonald's, they chose us on the basis of our record with them over a 12-month period and more. We should all be extremely proud of that... thanks McDonald's.

Nick Linney

Linney News

ISO 9001:2008

Linney Print was awarded accreditation to the new ISO standard during August. The new standard encompasses a wide range of requirements aimed at testing for customer satisfaction rather than assessing buildings, machines etc. Within the body of 9001:2008, an internationally recognised standard of quality and service, world-class is about our customers' perception of us.

Our annual customer survey helps us measure and correct any areas our customers suggest we can improve, and we audit internally throughout the year. The British Standards Institute (BSI) audit us twice a year to ensure we satisfy 9001:2008.

How do we stand against others? Well, BSI does not have a rating system as such, but in the last six years Linney Print has had no non-conformance issues; that's 12 consecutive audits in total. The BSI auditor commented: "That's quite an achievement."

NVQ for you?

Linney Direct's stock handling team recently achieved NVQ Level 2 in Warehousing and Fulfilment.

Scott told 1851: "Completing the course proved that as a department we are up to the national standards of logistics and stock handling. I look forward to tackling the 'next level' in logistics operations management." The qualification covered eight modules including:

- Two mandatory units covering health and safety, and developing relationships within the team and with clients.
- Six further options demonstrating current knowledge of stock handling operations.

Karl added: "I was approached by my STL and asked if I would like to carry out an NVQ Level 2 in warehousing. It's a free course so I thought why not! The course turned out to be a lot more interesting than I thought, and I would recommend it to anyone thinking of giving it a go."



Nick Linney DL

Nick Linney has been appointed a Deputy Lieutenant of the County of Nottinghamshire. The appointment was announced in July. There are 48 'DLs' in the County (at one time including Ian Linney who has since retired) and they carry out duties as and when requested by the Lord Lieutenant.

The appointment is proposed by the Lord Lieutenant but can only be confirmed when the Queen has indicated that there are no objections! Nick told 1851: "I am proud to be a DL and I hope this is shared with lots of Linney people. It is only because we all do what we need to do – well, that I can help others in the community."

Linney Group FC



September 2009 saw the first league game for Linney Group FC, our new Sunday League Side entered the Nottinghamshire FA Combination, Division One.

The brainchild of Nigel and Mark, the team was formed after an inter-department match. Club Secretary said: "We discovered the Nottinghamshire Combination League, the oldest senior league running in Nottinghamshire, founded in 1895, and it seemed like a good match!

"We needed kit, equipment and a home ground but Linney Group offered much appreciated sponsorship and training commenced on Sundays and Wednesdays. Following a few friendly matches, our first game was at The Manor Complex, Mansfield Woodhouse against New Venture (who finished 6th in Division One last year).

"Unfortunately, we lost 4-1, but learned some valuable lessons!"

Keep up to date with fixtures, results and news on the website www.clubwebsite.co.uk/linneygroupfc.

Ding dong!

Muller Martini, who make Linney Print's saddle stitchers, award a hand-painted Swiss cowbell for production achievements in a 24-hour period. Only a few are awarded globally each year. Darren and Steve (pictured), decided to have a go at claiming one when a long production run gave them the opportunity. The stitcher is designed with a maximum operating speed of 13,000 copies an hour. To win the cowbell they needed to produce 280,000 copies in a 24-hour period.



The guys managed to stitch and box 305,715 copies, a fantastic achievement. Darren said: "It was a fantastic team effort, seven members of the finishing team helped us during the challenge, and we couldn't have done it without them, but there was only a two-man crew on the machine at any one time."

The return match

The second seven-a-side Linney Tournament ended with victory for Team Bellamy. Captain Matt said: "It was everything a tournament should be, great spirit with a little controversy and incident giving it that competitive edge! We look forward to defending our title next year."

Eight teams gave battle; Team Bellamy (18 pts), The Printers (16 pts), The Others (11 pts)(captained by Andy Hill an ex-employee)), Print Office (11 pts), Quadrant (8 pts), Direct Print (5 pts), Design (5 pts*) and Linney Direct Office (2 pts) – who were missing their star player and had no substitutes.

Man of the Match, in the Monster sponsored event, was Tony who scored a wonder goal and told 1851: "It was a great day, all the teams showed great spirit and everyone enjoyed the tournament."

*After some controversy a contested goal stands but does not count for goal difference – this result is now final!

Skeggie bike ride

The 18th annual Skegness Bike Ride took place on Saturday 11 July 2009, when 24 riders were 'set off' from Adamsway by Nick Linney on a lovely sunny morning at 6am.

Neela, who organised the event with Claire, said: "It wasn't long before we broke into little groups, with the support cars keeping an eye on us, encouraging us, providing us with chocolate, energy drinks, water and information on how far ahead the person in front was. They also ensured everyone followed the map, not their own little detour or short cut!



"Thanks to everyone involved; to Linney Group for their generous contribution, the riders who all did brilliantly – cycling an amazing 75 miles; and their families, having given up a Saturday and probably the night before to participate in this charitable event.

"This year the chosen charity was The Lymphoma Charity; we hope the money raised will go some small way in making life that little bit easier for all those touched by this illness. We have raised an amazing £1,800. Let's hope next year is as successful."