

NEW BUSINESS UPDATE

Tesco Express

The last few years have seen the growth of the Tesco Express format stores with both refurbishments of existing stores and additional new stores being added to the portfolio. The key requirement has been to have these stores up and running within a three plus one week window, three weeks for completion of the development of the site; one week for stocking the site, so the timescales have been extremely tight for all the contractors.

Omega was chosen as one of three signage suppliers and was tasked with completing almost 80 stores in 2013. Each store needed to have all the internal and external signage fitted in a 3 day window within the overall programme of works, all snag free and meeting Tesco's high control standards. The install requirements included a range of different signage within the sign family including illuminated projecting signs; fascia's; mini totems; car park signage; internal hanging signs, window vinyls & Back of House signage.

The key challenge was to complete all the signage requirements to this tight timescale working alongside many other contractors. Omega manufactures all the components and so also needed to ensure that all the elements were on site for when the installers needed them.

The end result has been 80 stores installed with a snag free rate of 98.5% which is exceptional in this marketplace. It was a huge task for Tesco, and all the contractors involved, and Omega are proud to have been part of the team that made this happen.



Industry comments



“The strength of the team is each individual member. The strength of each member is the team.” - Phil Jackson

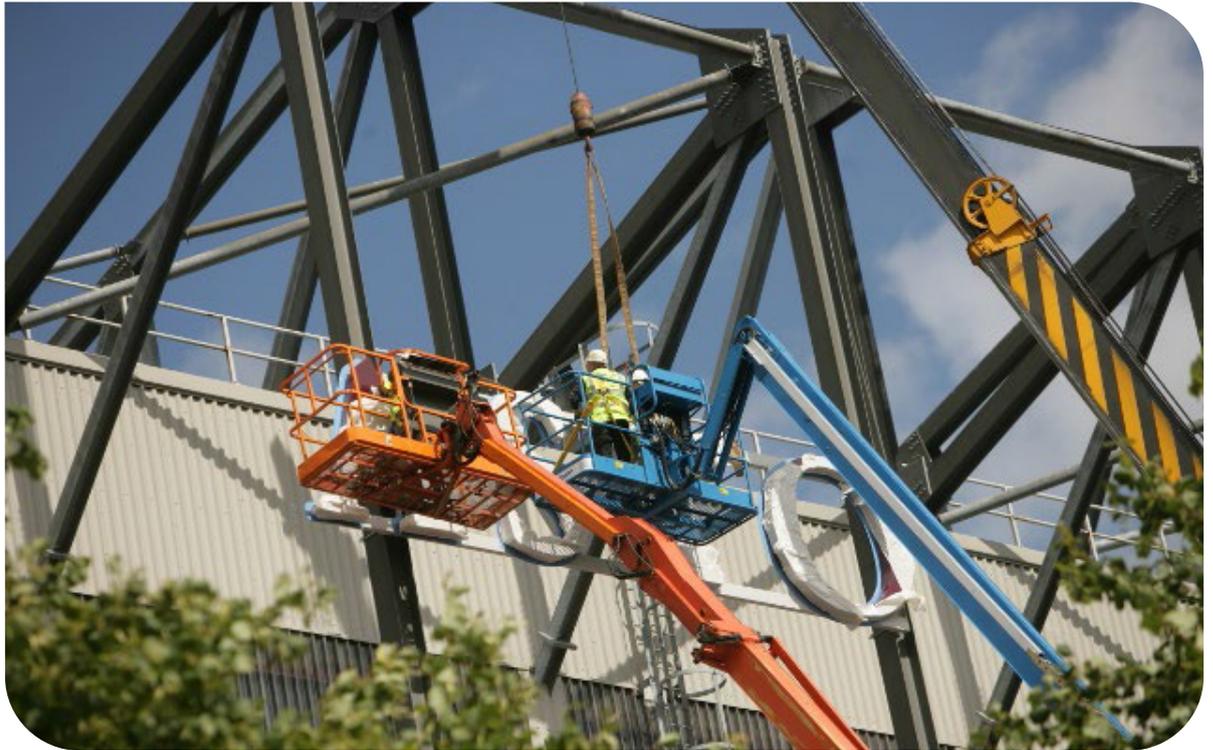
The beginning of the New Year is always a busy time for tendering . Obviously the tender process is about being competitive but at Omega we recognise that a good price is not the only factor. The Signage marketplace is incredibly crowded but a successful manufacturer also needs to excel across all areas from providing innovative design, creating new efficient operational techniques, and applying strong engineering capabilities to each and every project. This needs to be across the backdrop of delivering projects on time and on budget. At Omega we know that the key to providing this is to ensure that we have a mix of skills and expertise in all areas from a first class team of people. Our business is about our people and ensuring we have the right level of resource with the right skills in place at the right time is part of our success!

Duncan Chapman - Managing Director

Technical Know How

One of the most challenging aspects of our business is installation. As everyone in construction knows, the old days of setting someone to work 'just because they had done it before' is no longer good enough. For every installation, no matter how big or small, we now do a full assessment of the site and conditions and produce a specific method statement and risk assessment and then brief the installers on this and all aspects of the job. If they get to site and things are different, then they are all trained to do a dynamic risk assessment. Once the job is complete the client then receives a comprehensive handover to ensure full understanding and satisfaction.

However, our service doesn't end there. We have two site support managers whose role is to aid the installers to implement trouble-free and efficient installs, ensuring that we operate to some of the highest standards in the industry. Their tasks are varied from sorting technical issues on site, performing quality checks both during and post install, assisting in training the installers in Health and Safety and, of course, continuously assessing the crews to ensure that they are performing to the standards laid out in our 'Installation Operating Charter.' It's a never ending task – but one that is vital to ensure we deliver you the best service we possibly can.



A day in the life of Mick Hirst



What do you do at Omega?

I am one of the Site Support Managers for Omega and report directly into Barry Dennehy, the Technical Operation Director. I have a number of different responsibilities from undertaking crew audits and site inspections to assisting with technical projects and supporting contract managers.

What key skills do you need to carry out your job?

A key part of my job is to audit each crew and check that they are installing signage against the Omega Install Guide, meeting the high quality standards that we set ourselves. Consequently I need to have a keen eye for detail and also the technical knowledge to know what to look for. I am good at managing my own time and also working closely with the crews, as part of my remit is train and monitor new crews, making sure they work to the Omega guidelines.

What are the best and worst bits of your job?

I am often called upon to come up with a solution when we have a problem with the way we need to fix a sign and that can be really challenging and requires a bit of lateral thinking. I also love the way the job is so varied and that I get to see lots of our final installs. It requires a lot of travel so I get to see parts of UK that I would never usually visit but it is always nice to be home!

Home News

Omega Signs welcomes local school children to the Omega factory

This month Omega welcomed 20 eleven year olds to the Omega offices to get an inside view on what life is really like at Omega Signs. The pupils, all from Ashville college, were learning about different businesses and following a short talk by Duncan Chapman & Dan Mallin, they had a factory tour. Production Manager Marc Timmermans, had even organised for them to have a go at making their own name sign in the vinyl studio!

John Thompson Deputy Head of Ashville College said *"Everyone had a great morning, staff and pupils. It really did bring the whole enterprise scheme alive and was all pitched at exactly the right level. Thankyou"*