

Innovation Policy

Key aim

To continuously innovate in all aspects of PBSS's operations in order to maintain the business's competitive edge.

This will be achieved by:

- keeping informed of best practice both within the translations and business services sectors and business and enterprise issues generally
- exploring any initial idea, however unorthodox, to ascertain whether it may benefit the business
- maintaining lines of clear communication and consultation with colleagues, suppliers and clients, drawing upon the advice of experts where applicable
- careful planning, implementation and control of all initiatives, including developing the necessary skills and experience
- committing sufficient human, financial and time resources to develop and manage change.

Completion

A successful innovation policy is defined by:

- introduction of new products and services
- development of current products and services
- introduction of new ways of working e.g. output-based work, flexible delivery methods
- increased business revenue
- greater market share
- larger workforce