

<b>Case Study:</b>	Improving Client Relationships
<b>Client Sector:</b>	Facilities
<b>Period of Contract:</b>	4 weeks (extended to 3 months)
<b>Objectives</b>	To implement a change management process aimed at enhancing quality standards and improving performance, to deliver enhanced client relationships for an off-site contract.



Working alongside the Operations Team within a new division of Securiplan Plc, Perceptions Coaching implemented the following initiatives:

- **Working with the client to develop Service Level Agreement's for the FSi - Concept helpdesk.**
- **Improving the security and signing-in process with new time sheets for the on-site team.**
- **Implementing new work schedules for the team to allocate tasks and update work patterns.**
- **Delivered significant improvements leading to:**
  - **Improved productivity**
  - **Improved performance and quality of service delivery**
  - **Enhanced team motivation**
- **Implementing a communications processes to improve client liaison and team communication.**

Perceptions Coaching improved the quality of service delivery and integrated well with the client and the on-site team. The initial period of four weeks was extended due to the success of the preliminary term.



**Quotation from the key client:** "The Manager was able to integrate into the team and fully embrace our culture and understand our business needs. These factors were fundamental to the success of this project and both were achieved through the Manager."

**Quotation from Paul Nixon, Managing Director at Securiplan:** "We recognised that to succeed with this key client, we had to be innovative and provide a solution which would deliver genuine service delivery improvements. Employing an experienced professional manager allowed us to reduce the workload on our Management Team and as a direct consequence, significantly improve our process and delivery of service on site. In addition the Manager identified communication shortfalls and improved our communication processes with our client. The project achieved all the objectives we identified at the outset and I have no hesitation in recommending the services of Perceptions Coaching."

*Contact us today to discuss your interim needs.....*

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