

A Risk Management

Case Study

Our client is a Motor Trade Dealership based in East Anglia. They have been involved in the motor trade sector since the late 1880's and confess to drawing on "traditional values" but still being "young at heart". Customer satisfaction is at the core of what they do and also the key to their longevity in the industry. With numerous customer satisfaction awards to their credit our client believes that employee satisfaction is the key to customer satisfaction. Staff are valued, respected and supported which in turn allows them to go the extra mile to ensure that customer expectations are not only met but exceeded.

What did PIB do to help

Our client made contact initially to see if we could assist in delivering a Health and Safety for Managers training course. A training quotation quickly went out to our contact and we then followed up with a service call. This conversation facilitated a discussion about the additional services that PIB could offer which in turn led to a face to face meeting with the Group Managing Director. At this meeting PIB Risk Management were able to talk about the variety of services available and demonstrate our online risk management solution, xCenta.

Following our meeting a number of pragmatic solutions were presented to the client, consultancy alone, an online risk management solution and a combination of both approaches. The client was able to see how we could bespoke a risk management solution that would respond specifically to their business needs and opted for consultancy days dove-tailed with our online offering, xCenta.

This business win highlights the benefit of meeting the client face to face. Discussing risk management in pragmatic terms, in conjunction with demonstrating how xCenta could assist in this process helped to secure the win.

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We are big fans of xCenta which in our opinion brings health and safety within the motor trade sector into the 21st Century. As well as a huge and expanding range of training videos and eLearning modules, the xCenta system digitises all the main health and safety categories, providing senior management with group wide transparency on all the main issues. Staff and line managers can easily navigate the system and are provided with reminders for training, equipment servicing / inspection and occupational health checks.

Group Managing Director

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