



PERCEPTIONS COACHING

UNLOCKING POTENTIAL...



Case Study: Improving Client Relationships
Client Sector: Facilities
Period of Contract: 4 weeks (extended to 3 months)

Objectives To implement a change management process aimed at enhancing quality standards and improving performance of the on-site team, to deliver enhanced client relationships for an outsourced 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.**



Quotation from the key client: "The Consultant 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 Consultant."

Quotation from 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. Bringing in an experienced professional 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 Perceptions Coaching 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."

Unlocking human potential to tap into the brilliance of your team.....

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