



Back row, Wythenshawe One Credit Team – front row left, Rob Lowe UK Credit Manager, Steve Park Cluster Credit Manager North Europe, Philip King Chief Executive of the ICM, Joris Kniep Global Downstream Credit Manager, Jo Byrne Debt Team Leader, Suzan Turner Credit Assessment Specialist

# First awarded to Shell

CM are delighted to announce that Shell's Downstream Credit Management team has been awarded Quality in Credit Management (QiCM) accreditation.

This is a great achievement and recognises the hard work and motivation Shell's Downstream Credit Management team has shown in bringing together and improving Shell's credit processes.

Three years ago, Shell established a single credit function to deliver:

- one organisation;
- one credit manual and manual of authority
- one set of tools
- one set of processes

Shell's perseverance and hard work has paid off with this recognition from the Institute of Credit Management. Philip King, Chief Executive of the ICM said, "Shell Downstream Credit is best in class. Shell are delivering credit management in a way that they should be proud of, and is leading the rest of the world."

Joris Kniep, Shell's Global Downstream Credit Manager, commented: "The QiCM accreditation is external recognition of our achievements and we are now considered to be ahead, if not leading the industry standard, which is also backed up by independent industry benchmarks. The support from the business, has ensured our team has been successful in meeting the challenges and delivering the credit journey. In close partnership with the businesses and through improved customer focus, our support has



Philip King presents Joris Kniep with the Quality in Credit Management award

contributed to the business bottom line by actively applying policy and managing debt, overdues and helping the business to reduce Days Sales Outstanding (DSO)".

ICM already has a number of companies progressing towards the QiCM Award and the continuing interest has been amazing. Credit teams can now receive the recognition they deserve for the importance of their role within a business (large or small). **Stand out from the rest and gain QiCM recognition.**

If you want more information contact Paula Orton, Operations Manager on 01780 727273 or email [paula.orton@icm.org.uk](mailto:paula.orton@icm.org.uk)

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