



Remploy Limited team receive their QiCM Award

Remploy Limited credited with QiCM Award



Openness, respect, commitment and passion are at the heart of any successful business. As is a professional credit management team. Credit managers are one of the key points of contacts with customers, and the quality of the credit team is a key factor in a company's performance, profitability and sustainability.

In recognition of the importance of good credit management processes, the ICM recently launched the QiCM (Quality in Credit Management) accreditation. The programme, which is designed to help drive and recognise good practice, measures the performance of a credit team across five key units; credit policy, compliance, customer service, personal and professional development and performance measurement.

Most recently the Leeds-based finance collections team of Remploy Limited received the award in recognition of the excellent standards it achieves in servicing its businesses and its customers. First founded in 1945 to aid ex service men injured in World War II, Remploy Limited is one of the UK's leading providers of employment services and employment to people with barriers to work.

Remploy operates several businesses employing disabled people at more than 50 factories throughout the country, as well as a network of specialist recruitment services branches. With no two sites and businesses operating in the same way, the company's collections team has spent considerable time working with the finance and business managers to ensure it strives to meet all requirements and the individual business needs.

Extensive training has been given to all members of the

team, leading to the QiCM accreditation, and the Remploy Limited Shared Service Centre continues the dedication to training through the Strength Development Inventory® Programme, run by Outlook Partnerships. This has helped develop influencing and conflict skills to equip the team with the tools they need to deal with each separate business requirement.

As Remploy limited is a 'Not for profit' organisation, it relies on timely payments in order to meet its core goals of supporting people who face complex barriers into employment. The credit control team therefore has a key role to play in ensuring that KPIs are structured and achievable.

In awarding the Remploy collections team the QiCM Award, the ICM recognised the dedication of the team in ensuring that the business continues to grow and develop from strength to strength, and the best practice values it strives to meet at all times.

"We're really thrilled to have succeeded first time in getting this award," said Remploy's collections manager Maxine Spivey. "We fully expected to jump through many hoops, but to gain QiCM recognition at the first attempt underlines what an excellent business-focused team we have in Leeds."

"The ICM is very proud of Remploy," added Chief Executive Philip King. "The team has demonstrated good practice and a commitment to deliver real value to the company. Alongside this, the team works positively with both internal and external customers and is a worthy recipient of the award."

For further information on the QiCM Award, visit icm.org.uk/qicm