

VERIZON Business understands the importance of excellence in customer service. This is perhaps especially true within the credit management environment, where good working practices are intrinsically linked to the corporate bottom line.

In recognition of Verizon Business' own good credit management processes and team development initiatives, the company has been awarded the QiCM (Quality in Credit Management) accreditation. The accreditation programme is designed by the ICM, to drive and recognise best practice in credit management, and measures performance across credit policy; compliance; customer service; personal and professional development and performance measurement.

JC Schoeman, Director of Finance at Verizon Business EMEA, explains: "As a team, we have made significant progress in becoming 'a Learning Organisation' – learning from what we do well, and continuously looking for where we can make further improvements. This programme enables us to compare our own measurements against independent industry benchmarks, and we're delighted to have received the accreditation. It's a strong valuation of the team's overall performance."

Verizon is a global leader in communications and IT solutions for some of the world's largest businesses and governments – including 96 percent of the Fortune 1000 and thousands of government agencies and educational institutions.

The Credit and Collections team structure is mapped directly to the company's sales structure, reinforcing the two teams' relationship in the delivery of seamless customer support. All members of the team follow detailed personal and



Jc Schoeman, Director – Finance EMEA, Dominique Gaillard and Philip King.

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professional development programmes, incorporating clear objectives that are monitored and reviewed regularly. There is also a focus on continuous service improvement – a process that not only increases effective interaction between various internal teams but also supports Verizon Business' overall commitment to the delivery of service excellence to its customers around the world.

Philip King, Chief Executive of the ICM, said: "The Verizon Business team has clearly made significant strides in recent years and operates within an ethos of continuous improvement, developing skills and focusing on the customer experience whilst maximising cash flow and revenue. Verizon Business meets all the QiCM criteria comfortably and sets standards that other organisations would do well to emulate."

For more information on Verizon Business please visit – verizonbusiness.com



Empowering the credit profession



How do I qualify?

The 'Quality in Credit Management' programme is broken down into manageable units which require evidence to support them. When you make your application, a questionnaire will be sent for you to complete prior to the assessment process. A QiCM assessor will visit your site to establish with you the next steps – it may be that you are ready to go for the award straight away; alternatively, you may need assistance to help you get there. Guidance notes are included during the initial application process and additional consultation/support is available should it be required.