



nucleus of change

Empowering people for a sustainable change

Change initiative: Business Improvement Improvement of the quality of Customers' service

The company

Oil and Gas multinational company

To read more about our services and clients' testimonials please visit www.nucleusofchange.com

To book an appointment, or request more information please call **07 8969 32302** or email Francine@nucleusofchange.com

About Nucleus of change



The challenge

The complaints of clients were increasing about the service delivered. The number of invoicing errors were frequent. The wrong products were delivered to clients or sometimes the delivering was incomplete.

The Analysis of the case showed:

Too many individualised clients discount terms. No real policy in terms of pricing. The sales representatives didn't feel concerned by the sales management. They considered their job done when they had secured new clients. Having so much disparity in terms of price was difficult to produce invoices because of the way the sales management software was setup to calculate the correct price for a given client.

The sales people were negotiating in terms of price and not in term of discounted price.

Another issue was due to the quantity of products showed in the computer; this was not the real quantity in stock.

Approach used

- Collaborate with the Sales and Customer service team to understand the root cause to solve the litigious queries
- Work in cooperation with accounting department for the interface between sales and accounting to direct the right amount into the right categories of costs
- Standardisation of the pricing structure with few variables
- Harmonised condition terms offered to clients' to ease the calculation process
- Stock management with more regular inventories
- Product management to ensure a permanent availability of products : automatic alerts when the stock is less than a certain amount
- Optimisation of transportation of products: when a truck was heading in the north for ex make sure that stations on that road have enough supply
- Handling issues and queries in a prompt manner; escalate when appropriate
- Proactive management to assure a certain level of service during week-ends and bank holidays

Benefits

- Reduce waiting time for clients (faster service)
- Less error of invoicing thus less time to control => increase productivity of the customer service team
- Less customers' complaint and reduction of unpaid invoices
- Good and robust sales strategy and policy, reduced consumers complaints
- Better collaboration between sales team and customer services

Nucleus of change is a change leadership & executive coaching specialist providing services to private and public companies, not-for-profit and international organisations. We support Leaders and Organisations during transitions and uncertain times to adapt to new environments and to achieve a successful, and sustainable change. At Nucleus of change we focus on the human aspects of change management and provide holistic solutions..

Francine Beleyi, the founder of Nucleus of change, is bilingual French/English with international experience in Europe, Africa and UK. She has more than 13 years of versatile business experience in top-tier companies across various industries, and one to one personal coaching. Her qualifications include a Master's degree in organisational consulting and change management (IIM-Paris), training in Energy Diamond profiling, Psychology and various techniques of personal evolution. She is a member of CIPD (Chartered Institute of Personnel Development) in the UK and board member of EPWN London. She is also a mentor and a speaker.

We are based in London (UK) but provide our services globally specifically in France, UK, African countries and other part of the world.

To book an appointment, or contact us please call **07 8969 32302** or email Francine@nucleusofchange.com