

# Working together

Investors in People and Customer Service Excellence:  
Our customer service journey.

CUSTOMER  
SERVICE  
EXCELLENCE



INVESTORS  
IN PEOPLE | Silver

# Raising standards

Our account management team offers the best service, support and advice.

Print Image Network is one of the leading electoral print and mail companies in the UK, providing around 25% of councils with electoral products and services, for all types of elections and registration.

Producing time-critical print, such as poll cards, ballot papers, postal vote packs and electoral registration forms, demands a knowledgeable and reliable team. Each item has to be designed or set, and printed according to Government legislation, to exact specifications.

With many standards and accreditations to note, including Investors in People Silver and the Customer Service Excellence Standard, company directors, John Foster and Stephen Power, credit the success of the business and its achievements to its team



## Customer Service Excellence

In 2012 we were awarded the Customer Service Excellence Standard and in 2017 we remain the only electoral services provider to hold the Cabinet Office's accolade.



The Standard recognises companies that demonstrate efficiency, excellence and effectiveness in the way they interact with customers, and in the products and services they provide.

Having passed annual onsite assessments, we also gained three 'Compliance Plus' certificates for going above and beyond what the Standard requires.

## Investors in People

In 2017 we achieved the sixth generation Investors in People Silver Standard and exceeded the industry average in all nine of the performance indicators.

Investors in People is the international standard for people management. It defines what it takes to lead, support and manage people effectively to achieve sustainable results.

- Leading and inspiring people
- Living with the organisation's values and behaviours
- Empowering and involving people
- Managing performance
- Recognising and rewarding high performance
- Structuring work
- Building capacity
- Delivering continuous improvement
- Creating sustainable success



# Customer satisfaction survey

Our 2017 results show how we continue to improve our customer service.





# Working together

Customer Service Excellence and Investors in People work hand in hand.

We believe Customer Service Excellence and Investors in People go hand in hand. We treat our employees like our customers, they are our internal customers. In our annual customer survey results our staff were described as friendly, flexible, knowledgeable, reliable, involved, consistent and efficient by our customers.

Stephen Power, Services Director, manages both the Customer Service Excellence and Investors in People accreditations for the business sums it up perfectly.

“Our colleagues play an integral part in excellent customer service, so the two accreditations are inextricably linked. We want to make a difference to our customers and we’re extremely pleased to hear that they consider our products high quality and our deliveries reliable.

What’s equally valued, especially internally within our business, is how we handle processes, react to customers’ requests and to work together as a team, fully respectful of both our internal and external customers. We create manageable solutions to sometimes complex problems; for us, this is where our people demonstrate our true commitment to service and add value for our customers. ”



Stephen Power,  
Services Director



“Customer service has many facets and can be difficult to define. However, when you have a good experience you remember it. Over recent years we have been lucky to receive a lot of excellent, staff-related feedback from our customers. With our Investors in People Silver Standard we are looking to create sustainable success by further realising their full potential. ”



John Foster,  
Managing Director

# Investing in success

We grow our staff with our business, sewing the seeds for a bright future.

Since achieving the Customer Service Excellence Standard in 2012, we have invested in every aspect of our business to ensure we maintain the standard of service our customers expect.



## Our team

We have invested in **40% more staff**



## Our training

The number of staff trained has **increased by 1233%**



## Our development

Variation of training courses has **increased by 300%**



## Our customers' trust

People-related accreditations have **increased by 200%**





My account manager helped me through my first election and then the Snap General, he was extremely knowledgeable and helpful.

I have found Print Image to be helpful, reliable and up-to-date with legislation. I appreciate the support of our account manager who is brilliant at setting and keeping to deadlines, while being understanding of any issues we are facing.

The relationship between customer and account manager is crucial. We have built a good working relationship over the last three years. I have total confidence in my account manager.

The service is brilliant - both in terms of products and services. In addition, I have full confidence in the company to be on top of the relevant legislation, and to offer us advice on wording and layout

Most election material is required in a time span that is hugely pressurised. To have trust in the printer producing our election materials is priceless.

We have used the postal vote product for a number of years. Our electorate is familiar with the product and we have very few queries as a result.

A very efficient process whereby you are given clear deadlines for the provision of data and sign off of data. Even after the final proof has been signed off Print Image will look at it again - gives me complete faith, at what is a really tense time.



# A vote of confidence

Thank you to all our customers who completed our satisfaction survey

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