

CREDIT MANAGEMENT BEST PRACTICE 2013

Veolia's Journey to Credit Excellence



Brian Morgan, Veolia



John Naber
1972: Medley relay team



**Dumped for
final.....**

Vision and Goal



John Naber 1972

Personal best 1972 = 59.5



Olympic Gold 1972 = 55.5



How?

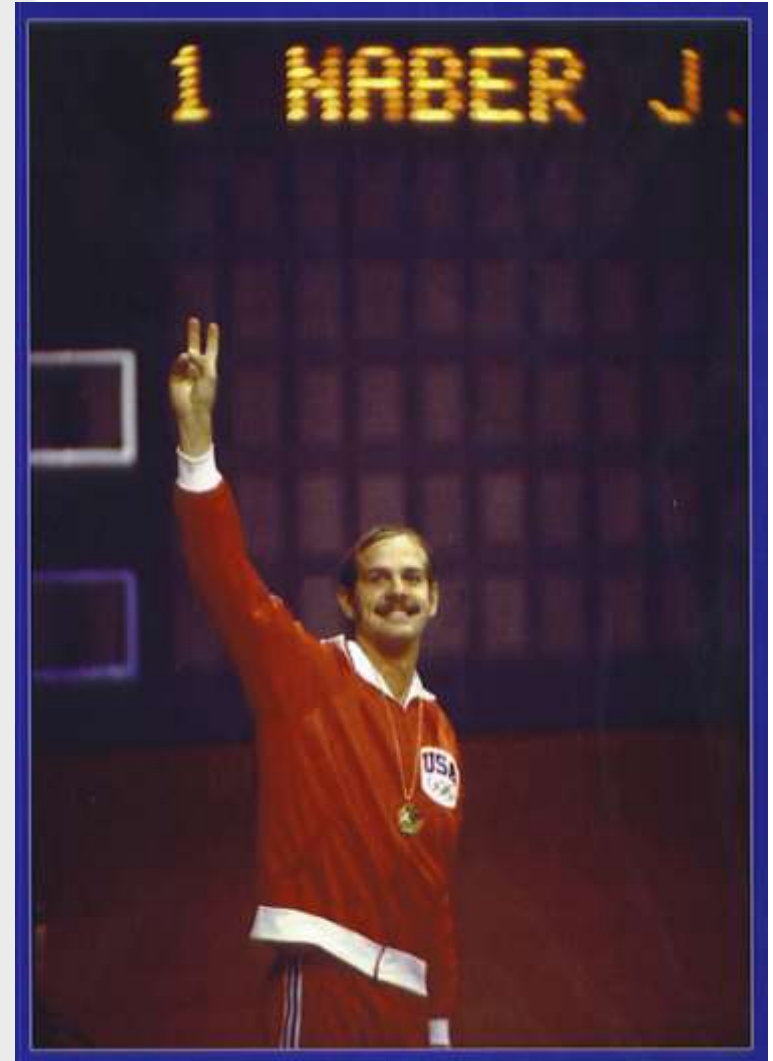


- **1 second a year!**
- **Trained for 10 months a year – 30 days a month**
- ✓ **1/300 second a day**
easy easy easy

**Not so easy to keep
improving**

1976

**world record = 55.49 &
Gold Medal**



Vision

“To be recognised as a leading Credit Management department, by being better tomorrow than we are today.”

Through;

Continually developing and improving our People, Processes and Services.

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