

The recognised standard in Credit Management



Experian Credit Excellence Day

17th July 2013

Chris Sanders MICM
Head of Accreditation - QICM



Premium Partner




Corporate Partners

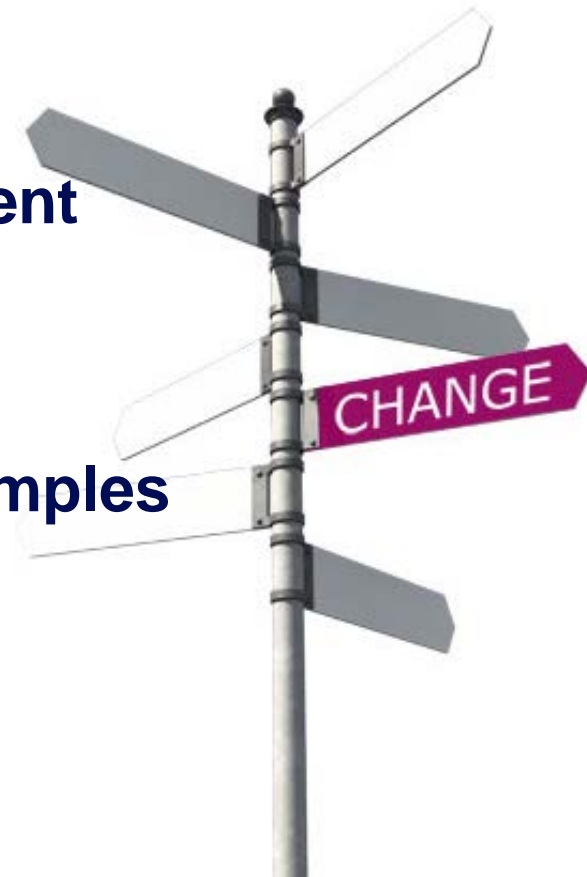


Safe | Credit Control
Proactive credit and query management



Contents

- **Background to the Presentation Content**
- **General Trends – 4 Types!**
- **Operational  'Best Practice' Examples**
- **The Future for Credit Management?**



Exciting New Partnering Arrangement

- Great opportunity for the Quality in Credit Management Programme
- Providing support for QICM Best Practice Network Conferences
- Increased number of events for QICM Best Practice sharing and networking
- QICM at the 'Experian Credit Excellence Workshops' July & November
- QICM Consulting working with Experian on SEPA



Best Practice & Trends in Credit Management

Background

- QICM Assessments & Accreditations
- Consulting Assignments & Workshops
- Award Winning Software Vendors

Professional Bodies

ICM
Institute of Credit Management

ICTF
THE ASSOCIATION OF INTERNATIONAL CREDIT AND TRADE FINANCE PROFESSIONALS

FECMA
Federation of European Credit Management Associations

Partner Organisations

Experian
A world of insight

Rimilia

SUNGARD

MoretonSmith
OUTSTANDING EXPERTISE

Company Watch

Clients

VEOLIA

npower

Shell

HSBC

TENET
CONNECT • SELECT • LIME

LEE BARON
CONSULTANT SERVICES

EDF ENERGY

brother

Marshalls

AimiA foods

SIEMENS
Putting ability first

SIG

Essex County Council

gsk
GlaxoSmithKline

Ecclesiastical

verizon business

MoretonSmith
OUTSTANDING EXPERTISE

Adecco

Pension Protection Fund

müller

GeoPost

HILL DICKINSON

VennGroup
Recruitment Solutions

GB Oils

AGGREGATE INDUSTRIES

synseal

Linden FOODS

Virgin media

4 Credit Organisation Types

Type 1. The Contract Killers

- The 'Rottweiler'
- Known in the company as 'the debt collectors'
- Beating Customers into submission
- Do whatever it takes to drive down DSO and aged debt
- Broad customer base wide strategies
- Improve debt? MORE CHASING!
- Limited skillset 'Call Centre' approach
- Targets used as a stick to beat the teams
- Sales Conflict is the norm
- Prevented from seeing customers by sales



4 Credit Organisation Types

Type 2. The Coasters

- Cash rich stable revenue business
- No burning platform to improve or change
- Long standing staff and customers
- Doing more of the same month after month
- *'We have always done it like this'*
- *'If it ain't broke...'*
- Limited investment in Credit Management
- Limited measurement or targets in place



4 Credit Organisation Types

Type 3. The Negotiators

- Seeks to improve from within
- Finds ways in helping customers to pay
- Exception based automation
- Trained credit teams
- Looks across O2C Processes
- Seeks input from stakeholders
- Targets used to improve performance
- Works with sales to improve customer service
- Seeks feedback and acts upon it
- Collaborative negotiators



4 Credit Organisation Types

Type 4. The Thought Leaders

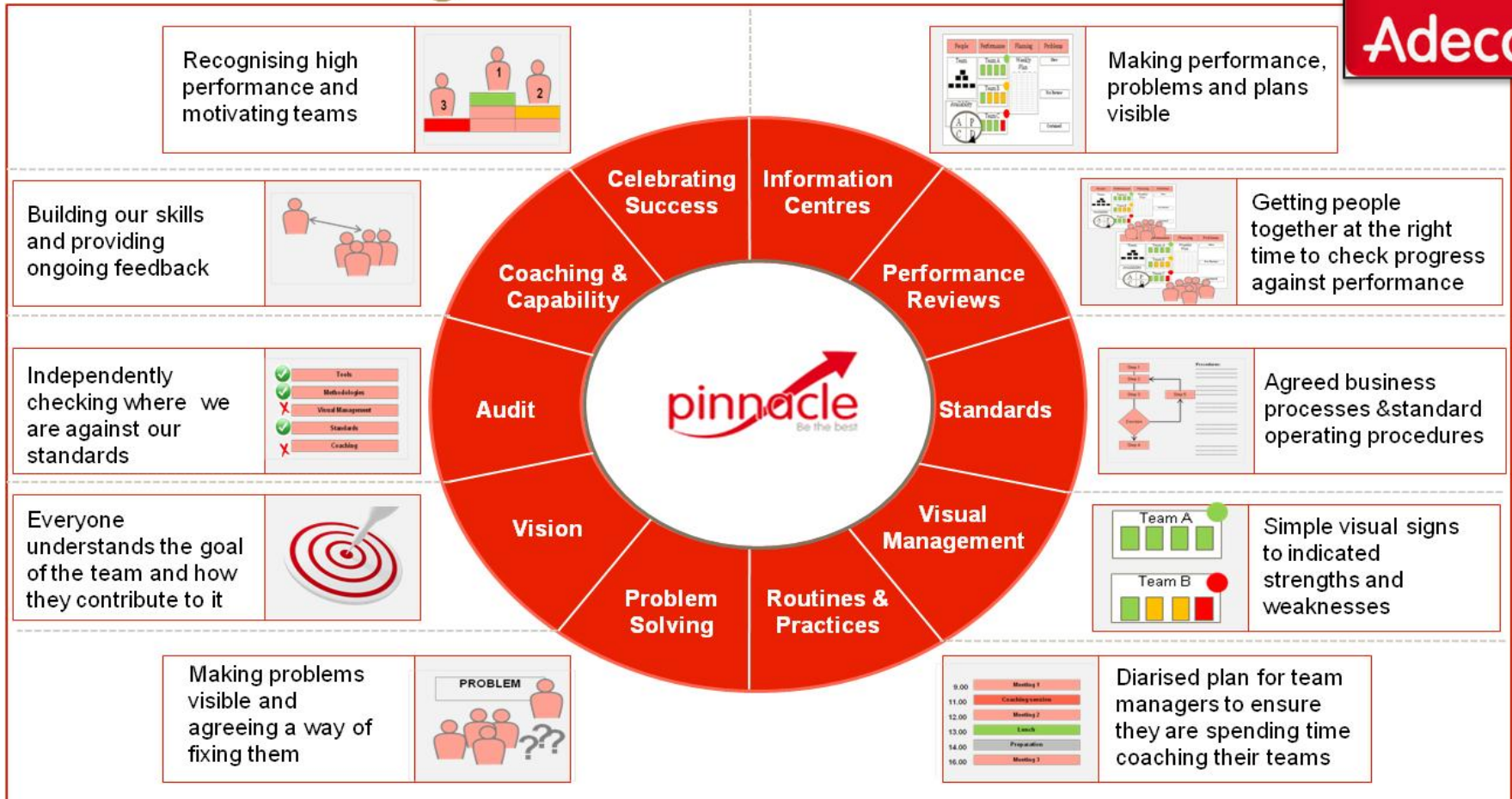
- Credit Control to Credit Management
- Debt Collection to Debt Management
- Actively engages the business
- Segment of 1 measurement and action
- Seeks alternative ways of doing things
- Takes ownership of O2C
- Manages targets to achieve specific results
- Sets business strategy
- Manages Stakeholders
- Continuous Improvement and constant change



4 Credit Organisation Types

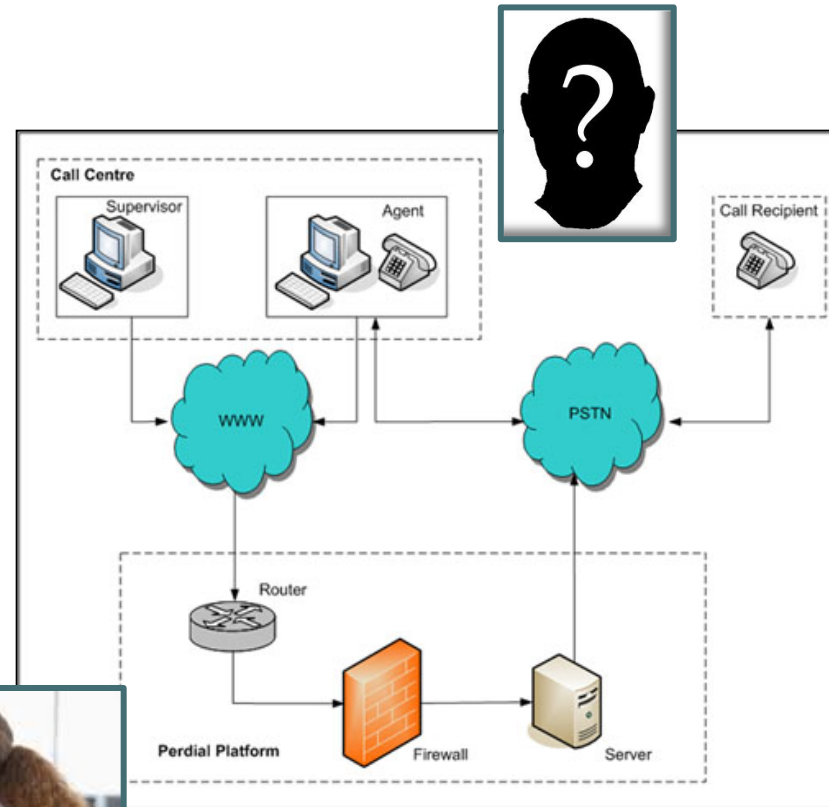


Operational QICM 'Best Practice' Examples



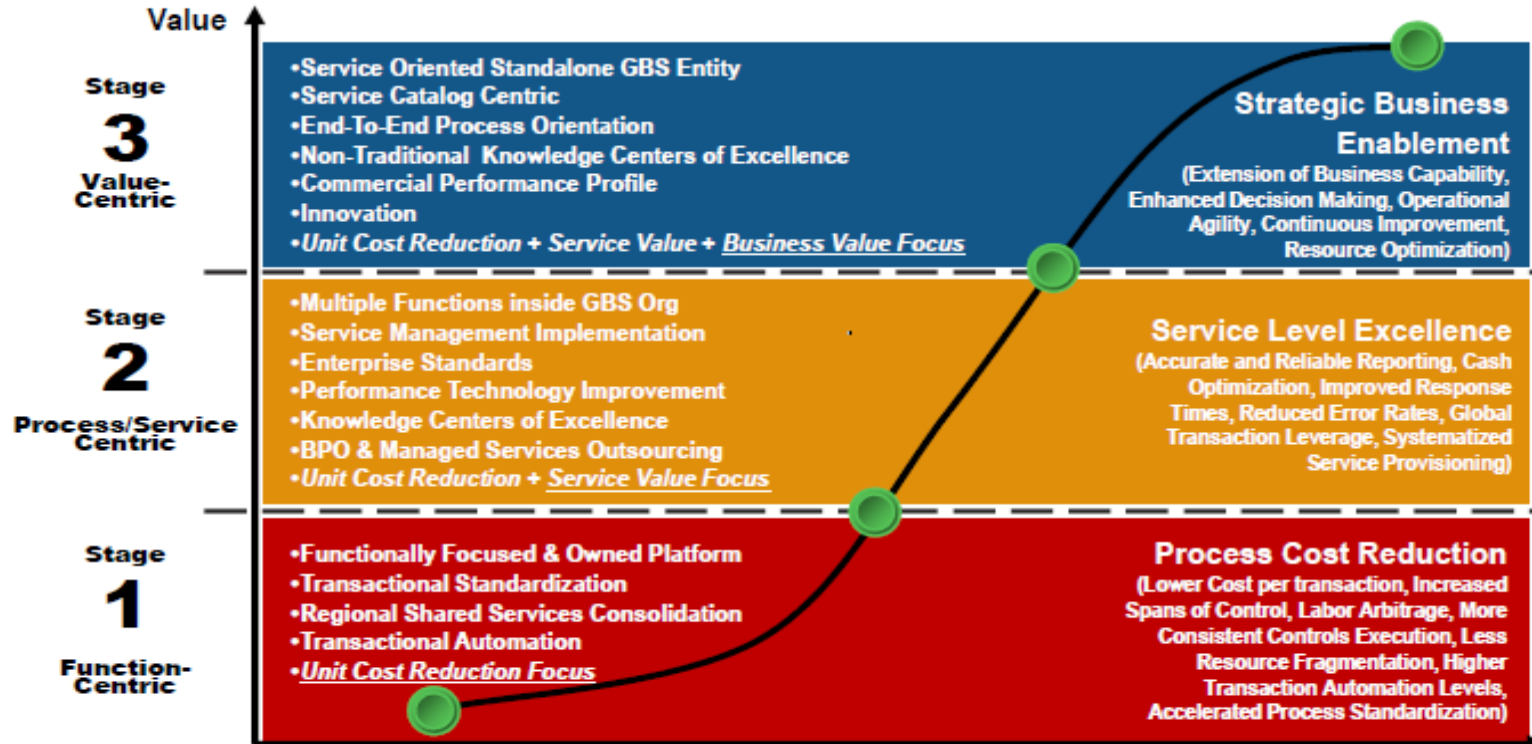
Technology

- *Diallers in 'The Cloud'*
- Reduction in costs of implementation
- Wider availability to smaller teams
- Pay-as-you-go 'PerDial'
- Predictive, Progressive, Power Dialling



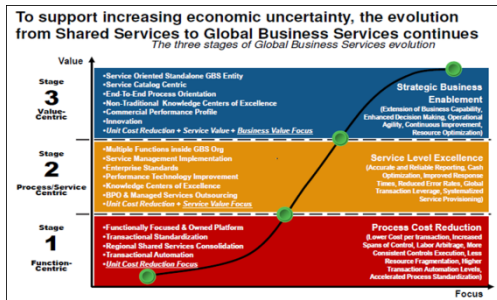
The Future for Credit Shared Service Centres?

To support increasing economic uncertainty, the evolution from Shared Services to Global Business Services continues
The three stages of Global Business Services evolution



The Future for Credit Management Teams?

SSC to GBS



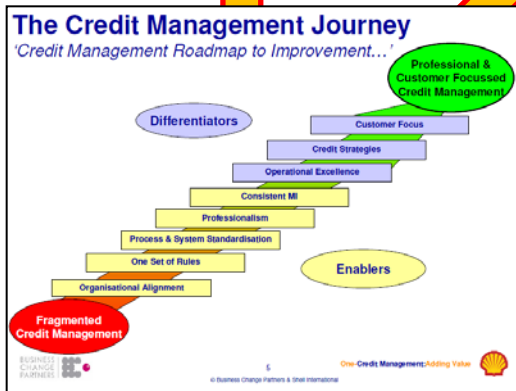
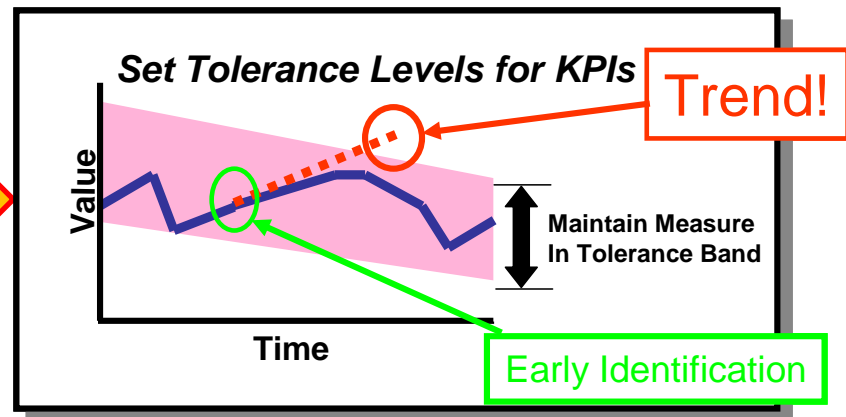
Technology



Innovation Programme



Credit Strategies



Forthcoming Events & QICM Presentations



Best Practice Conference and Networking Event

Supported by Experian and hosted by Venn Group

18 September 2013

09:00 - 17:00

Free to delegates

*Speakers
confirmed*

at **Venn Group, 105-109 Strand, London, WC2R 0AA**

For more information about QICM email: qicm@icm.org.uk

To register email: events@icm.org.uk



Shift Happens!



http://www.youtube.com/watch?v=YmwwrGV_aiE

The 2012 version on the progression of information technology researched by Karl Fisch

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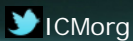
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Also on **LinkedIn**



ICMorg



ICM Credit Community



Institute of Credit Management

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