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Simon Johnson
SIG Director of UK Credit Management



(From left to right) – Scott Jones, Ricardo Lacombe, Sue Turner, Rob Barclay (MD), Philip King, Elaine Tompkins, Graham Browes, Simon Johnson, Anne Markland, Teresa Hayes, Sarah Gregory, John Hepworth (FD).

BASED in Sheffield, SIG plc is one of the leading distributors of construction materials in Europe with an annual turnover of £2.7 billion.

A UK division of SIG plc, SIG Distribution (SIGD) has a turnover of around £700 million. In May 2010, three separate departments were created to provide more specialised focus within each section of credit collections, credit services (applications/risk) and legal services.

Simon Johnson, SIG Director of UK Credit Management, says this structural change led to stronger performances in 2010 and 2011 in all three of these disciplines and eventually to the award of the Quality in Credit Management (QiCM) accreditation.

“The QiCM accreditation has enabled SIG to benchmark its robust procedures and processes against ‘best in class’,” he says, “which provided interesting

comparisons on how other companies addressed certain issues.

“In addition, and probably the most important benefit, was the fact that the team would meet on a regular basis and debate the key QiCM criteria and deliberately try to find weaknesses in our existing systems, which led to important debates and resultant process improvements. An example of this was the need to create a secondary Credit Induction programme that exceeded the group standard induction programme for new starters.”

CEO of the ICM Philip King says that the award of QiCM will have a positive impact on SIG’s business beyond just the obvious benefits for its credit management department: “The accreditation allows for progressive development in all areas of a business, be it large or small, and is only awarded to those that can demonstrate ‘best practice’ which SIG has done. It will

Twenty-three accredited companies

AB Agri
Aggregate Industries
Aimia Foods Ltd
Brother UK
Cabot Financial
Ecclesiastical Insurance
EDF Energy Plc – B2B Majors
EDF Energy – Revenue Management
B2B Multi Sites
Essex County Council
GeoPost UK Ltd
GlaxoSmithKline
HSBC Invoice Finance (UK) Ltd
Lee Baron Limited
Marshall's Group Plc
npower SME
Remploy Limited
Shell International
SEGRO UK
SIG Distribution
Tenet Group Limited
Veolia ES UK Plc
Verizon Business

now be able to trumpet this achievement throughout the sector as a company that looks after its customers.”

And according to Simon the impact has gone much further: “This also had the benefit of increasing compliance awareness by using the inductions to highlight compliance issues. SIG views the ICM as a valuable partner in its long-term credit management strategy and the QiCM accreditation cements SIG’s desire to implement the best working methods.”



Quality in Credit Management

The QiCM award is an accreditation of your credit management department.

Give your team the recognition they deserve.

To register or for more information

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