

“Achieving QICM demonstrates that we are following fair and consistent measures and indeed in some cases our methods have been considered “best practice” by the ICM.”

Sharon Brimfield, Collections and DCA Manager, npower Industrial and Commercial Debt and Risk Team.



Philip King, Chief Executive of the ICM (right), awards npower Industrial and Commercial Debt and Risk Team with their QICM accreditation.

RWE npower is the country's second largest energy supplier, providing gas and electricity to over a million customers, ranging from single site shops to large chain stores and factories and also including the public sector and football stadiums.

The business sector debt teams range from risk management right through to its own internal DCA Teams who work closely with external DCAs to deliver results.

The QICM programme is designed to help drive and recognise good practice, and measures the performance of a credit team across five key units; credit policy, compliance, customer service, personal and professional development and performance measurement.

Head of Accreditation for QICM Chris Sanders says that although the npower team was impressive in every aspect of its appraisal, there were two elements that stood out: “Each member of the team was fully engaged and this was in no small part down to the clear and concise measurements of their individual performance and their understanding of how they can progress.

“The balanced scorecards that are used are one of the best examples I have seen. Each quadrant features set targets, scores are then set in each category so each team member can easily gauge their development. This helps to keep what is a very bright team highly motivated, one of the elements of the QICM accreditation. The T17 summary reports are broken down into a traffic light system to indicate priorities and are shared among everyone, ensuring all members of the team are clear on what needs to be the main focus.”

“Achieving QICM demonstrates that we are following fair and consistent measures and indeed in some cases our



methods have been considered “best practice” by the ICM,” says Sharon Brimfield, Collections and DCA Manager, npower Industrial and Commercial Debt and Risk Team.

“We have made great strides forward in terms of process improvement and debt reduction at npower business during the last two to three years, whilst continually facing economical and industry challenges around how fairly our customers are treated during largely difficult financial times.

“We will continue to improve our work with business customers with the help and support of the ICM.”

“We are extremely proud of our significant achievements since 2010 and the QICM accreditation provides us with excellent external recognition of our efforts and ways of working. We never stand still at npower and we remain forward thinking as to how we can continue to improve in the future,” commented Victoria Lawrence, Head of Credit of I & C Debt and Risk Management.

Chief Executive of the ICM Philip King says that the award of QICM will have a positive impact on npower 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 npower has done. It will now be able to trumpet this achievement throughout the sector.” **CM**



accredited companies

AB Agri
 Aggregate Industries
 Aimia Foods Limited
 Brother UK
 Ecclesiastical Insurance
 EDF Energy Plc – B2B Majors
 EDF Energy Plc – B2B Multi Site
 Essex County Council
 GB Oils Limited
 GeoPost UK Limited
 GlaxoSmithKline
 HSBC Invoice Finance (UK) Limited
 Hill Dickinson LLP
 Lee Baron Limited
 Marshalls Group Plc
 Moreton Smith
 Muller Dairy UK Limited
 npower Industrial and Commercial
 npower SME
 Remploy Limited
 Shell International
 SEGRO UK
 SIEMENS
 SIG Distribution
 Synseal Extrusions
 Tenet Group Limited
 Veolia ES UK Plc
 Venn Group
 Verizon Business