

ADECCO has become the latest recruitment company to achieve QICM, the UK and Ireland operation of the world's largest HR solutions company has annual revenue's of £2.5 billion.

This makes the dual challenges of rigour and control more difficult to maintain due to volume and scale, according to Martin Kirby, Head of Credit at Adecco Group UK and Ireland: "It's always nice to be a member of an exclusive club!" he said. "It's that feeling of privilege and of sharing the benefits that are associated with club membership that is so important to my team and senior management."

Martin feels the accreditation process has changed quite significantly since its inception in 2009 and is now much more of a process rather than a test: "I am happy to say that the span between discovery and accreditation was only a couple of months as we were found to have processes and policies in place that matched the highest standards set in the QICM process."



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Martin Kirby, Head of Credit at Adecco Group UK and Ireland



Adecco receives its QICM accreditation



The Pension Protection Fund (PPF) with its QICM accreditation

THE Pension Protection Fund (PPF) and Linden Foods have joined the growing number of companies that have achieved the prestigious QICM award.

PPF is a public corporation at arms length from Government, where the board of the PPF sets the business strategy and plan. One of the early decisions made by the board was for the collection of PPF levies, which fund the compensation the PPF provides, to be conducted 'in house'. As such the levy collection policy was implemented from scratch, with many of the processes and controls evolving over time.

Duncan Maltby, Credit and Collections Manager at PPF says that whilst he knew his team adhered to best practice, QICM gave them the opportunity to have an external expert undertake a full review and assessment of the PPF's credit management and associated functions: "Apart from a strong sense of achievement and external recognition of our achievements to date, it serves to reinforce what we set out to do in delivering to the highest professional standards. QICM gave us the opportunity to demonstrate that our success to date and our future plans are built on the solid foundations of best practice in credit management."

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The Linden Foods team with its QICM accreditation

LINDEN Foods, is the first food processing company to achieve the QICM standard. Based in Northern Ireland, the company supplies retailers, convenience food manufacturers and the wider meat packaging industry in the UK, Ireland and mainland Europe.

Catherine Bradford, Credit Manager at Linden Foods says the Linden business is growing and expanding and it is paramount that the department is able to support this growth: "I wanted our customers to know that we value the

importance of credit management and for our name to be known within the industry for best practice, hence the drive to achieve QICM.

"Achieving the QICM accreditation has given the team recognition for their skills and knowledge and the department as a whole more credibility within the business – senior management recognises the support of the department and values the team more than ever before."

She says the team has learned what is expected in the five key areas of the

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Catherine Bradford, Credit Manager at Linden Foods

department to show best practice: "I have seen where the department had gaps and what was required to fill these areas. I would encourage others to take part to improve their credit department, to develop their credit team, to develop their knowledge and to promote their business as best in class."