

CICMQ: Setting the Standard for Best Practice in Credit Management and Collections



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CHAMPION YOUR SUCCESS

The Benchmark for Excellence in Credit and Collections

Achieve recognition that elevates your Credit and Collections team.

The Chartered Institute of Credit Management (CICM) is the only recognised professional body in the UK for the credit management and debt collection community. CICM provides a range of services to support professionals and organisations in achieving operational success and upholding high standards across the entire credit spectrum.

CICMQ is the prestigious accreditation that formally recognises and rewards organisational excellence in credit and collections. It sets the benchmark for best practice in the industry – whether your organisation is business or consumer focused – and celebrates teams that are committed to continuous improvement, innovation and delivering outstanding value to the wider business.

Achieving CICMQ accreditation demonstrates your organisation's dedication to quality, professional development and adherence to CICM's Professional Standards. It raises the profile of your credit and collections team, both internally and externally, providing trusted recognition that supports reputation, recruitment and retention across all sectors and business sizes.



How would your team benefit?

The benefits of achieving CICMQ accreditation include:

- Tangible ROI through improved cashflow, reduced DSO and better bad debt management
- Formal recognition of excellence in credit and collections by the industry's professional body
- CICM Affiliate Membership for all your Credit and Collections team members
- Identification of strengths and gaps in your policies, procedures and governance
- Detailed insights and actionable recommendations from highly experienced credit management professionals
- Enhanced team cohesion, engagement and professional pride
- Greater visibility and influence of the credit and collections team within the organisation
- Stronger recruitment and retention of high-performing staff
- Fostering a culture of success and continuous improvement
- Gaining access to the CICMQ Best-Practice Network



Leadership

Testimonals

United Utilities Water Limited



Achieving CICMQ Accreditation provides formal recognition of our commitment to excellence in credit management and collections. The CICMQ Distinction sets us as a leader in the water industry by demonstrating we uphold best in class practices. We consider this boosts our credibility in the industry and assures stakeholders of our high standards.

We also believe this has been a motivational boost to our existing colleagues and it enhances our attractiveness to new colleagues and apprentices. It highlights United Utilities as an ideal environment for learning and career growth in credit and collections.

It has provided the opportunity to review our procedures, leading to improvements and in turn our customers benefit from the professional standards we are consistently demonstrating.

Jayne Haymes MCICM Collection Strategy Manager

CICMQ Deep Dive – What's Involved?



CICMQ Accreditation is built around a comprehensive assessment of how credit management contributes to excellence in your business. The process is structured but flexible, designed to recognise the real-world complexity of delivering best-in-class credit operations across a variety of sectors and team sizes. Once achieved, the organisation remains accredited for a period of three years, with a mid-term review at 18 months.

The CICMQ framework covers a range of focus areas, including credit policy, performance monitoring & KPIs, compliance and personal & professional development. It also explores how your credit function manages customer and stakeholder relationships, plans strategically and drives innovation and continuous improvement.

CICMQ Accreditation is not just about the destination, but also the journey – our assessment process helps organisations benchmark their current performance while also identifying opportunities to strengthen capability and deliver greater impact. Whether you are looking to raise internal standards, improve cross-functional collaboration or build a future-fit credit team, CICMQ provides the structure and insight to support your development.



CICMQ SPOTLIGHT – HSCNI

Health and Social Care Northern Ireland.

For HSCNI, a leading provider of health and adult social care services, financial stewardship is about more than balancing the books — it's about protecting vital frontline services. When the organisation began its CICMQ accreditation journey, the aim was to strengthen credit management processes in a way that would directly support patient and service user outcomes.

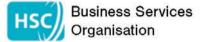
"Pursuing CICMQ was about building resilience and capability across the team," says Nigel Mullan, Head of Income Shared Services. "We needed a robust, best-practice framework that could handle complexity and still reflect the realities of working in a pressured public sector environment."

Since embarking on the journey, the organisation has seen a measurable return on investment. Days Sales Outstanding (DSO) has reduced, liquidity has improved, and the credit team is playing a more strategic role in managing risk and supporting wider financial objectives.

The impact goes beyond numbers. CICMQ has helped unlock new levels of confidence and capability within the team, enabling them to manage increasingly complex accounts and operate effectively in partnership with commissioners and stakeholders.

"Our people now feel more confident, more capable, and more connected," Nigel explains. "They understand the 'why' behind what they do, and how their work supports the bigger picture."





Staff turnover has stabilised, too — in part because of the team's growing sense of ownership and pride. CICMQ has created space for structured development and recognition, helping the organisation attract and retain skilled professionals in a competitive public sector labour market.

The accreditation has also reinforced a culture of continuous improvement. From knowledge-sharing to professional development, the CICMQ framework has helped embed new habits and create a stronger sense of purpose across the team.

Asked what advice he'd give to other organisations considering CICMQ, Nigel is clear: "Do it. The benefits are real — financially and culturally. It's helped us build a credit function that's not only efficient, but truly fit for purpose in a health and social care context."

"Pursuing CICMQ was about building resilience and capability across the team"

Recognition of excellence

@ Chartered Institute of Credit Management



Trusted by Credit Leaders. Proven Impact. Proven results.

CICMQ has provided our team with additional expertise and underlined the importance of credit & collections within our business. I strongly recommend it for the education section.

Glenn Ruane Head of Fees & Credit Control London School of Economics

Remaining accredited shows our customers that Xoserve has robust credit controls and supports our desire to develop our people in partnership with CICM.

Brendan Gill MCICM Business Process Manager Xoserve Ltd Involving the team and taking the time to review, document and identify areas for improvement was valuable. Being seen as a department that is committed to delivering high quality services, and knowing our processes are the best they can be and recognised by the professional body, is really important to us.

Gillian Dee FCICM Collections Director TD Synnex UK Ltd



Trusted by Credit Leaders. Proven Impact. Proven results.

Meeting CICMQ standards enhances our reputation. It also helps attract and retain top talent, proactively identify risks, improve processes and deliver excellent results for our stakeholders.

Laura Brown MCICM (Grad) Finance SSC Director Saint-Gobain Ltd

The CICMQ process has provided valuable insights, helping us continuously enhance our practices and drive operational efficiency.

Glenys Hayward Head of Finance Shared Services Royal Mail Group The Accreditation underpins our daily commitment to quality, continous improvement and best practices across the credit management & collections functions. Most importantly, it demonstrates our commitment to our people through personal and professional development planning, which aligns directly with our core values.

Cat Munoz MCICM Senior Regional Credit Manager Wesco Anixter MEA



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@ Chartered Institute of Credit Management

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Trusted by Credit Leaders. Proven Impact. Proven results.

Imperial College London

Being re-accredited with Distinction by the CICM is a significant achievement for our team, recognising all the hard work they've put in.

The process, supported throughout by our assessor and the CICMQ team, gave us a valuable opportunity to dive deep into our processes and systems, helping us identify areas of focus for the coming years.

There are multiple benefits, including recognition of the hard work the team do, being able to measure ourselves against best-practice standards and allowing management to assess performance.

The accreditation has energised the team, and we're excited to continue working with CICM to see what we can achieve next.

Gavin Jones FCICM Head of Income



Ready to elevate your credit function?

CICMQ is a catalyst for meaningful change. If you're ready to benchmark your team, raise standards and join a community of forwardthinking credit professionals, we'd love to hear from you.

Get in touch to arrange an informal readiness call, to learn more about the assessment process or explore how CICM can support your strategic goals.

Visit **CICM.COM** or contact us by email at **info@cicm.com** to take the next step.



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