



AB Agri credit team with their QICM award

OPERATING within the agriculture, food and drink industry, AB Agri supplies products and services to farmers, feed and food manufacturers. The credit department, which has been in place in its current form since May 2009 when the business consolidated and migrated a number of its functions, first attained the QICM accreditation a year later in May 2010.

Frank Anderson, Group Credit Manager of AB Agri, explains that the company initially underwent the QICM process to test the new structure of the credit department: "After credit control was centralised in our Peterborough office, we had both a new system and a new team in place but were keen to compare ourselves against something to see how effective the new structure was.

"The QICM turned out to be a perfect model for us as it benchmarks us against the other 24 companies that have gone through the process and affirms what constitutes best practice in credit management," he says. "Not only does the report identify where we're achieving above and beyond the minimum, but it also gives recommendations for how we can maintain that standard and/or improve."

Two years down the line, Frank says that the company was eager to find out whether they had achieved the continuous improvement that they had been aiming for: "The important thing for us was not to try and adapt ourselves to the QICM process, but to simply use the assessment as an objective measure of

how we already do things. Re-applying for QICM accreditation challenged our thinking, and made us stop and ask: are we communicating and documenting and reviewing everything properly and regularly?"

The answer, it seems, was a resounding 'yes', and Frank is thrilled that AB Agri has once again had its place among the list of QICM-accredited companies confirmed: "The staff are absolutely over the moon that we have attained re-accreditation and that the QICM has recognised our team effort, and we have also shared the news with our customers who are extremely proud of what we've achieved. In some ways it reinforced what they already knew about us."

Chris Sanders, Head of Accreditation for QICM at the ICM, was responsible for carrying out the company's reassessment and praised the credit function highly: "The credit department at AB Agri is one of the best credit functions I've ever had the pleasure of reviewing and assessing. The team are knowledgeable, highly motivated and well-respected within the wider business for their hard work and the significant contribution that they make, and I found myself unable to make any recommendations for future improvement, other than recommending some tools used by other organisations that could be beneficial to them.

"It was for this reason that I asked Frank to come and speak at the recent QICM Best Practice Conference," he concludes, "to share his successful approach with other credit professionals." 



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Group Credit Manager of AB Agri



accredited companies

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

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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