

VANTAGE BULLETIN

VALUE FOR MONEY: THE CUSTOMER'S PERSPECTIVE

Hello and welcome to our seventh bulletin.

Firstly can I thank everyone that commented on my previous bulletin where I shared some of the regulators recent views on value for money. If this is your first bulletin remember that [previous editions are available on the website](#).

For my final bulletin before the summer holidays are a good time to reflect on the presentation I recently made at a residents conference.

I always find when speaking to residents that they bring a unique perspective to value for money. I always enjoy speaking to residents and feel that Vantage's unique approach to delivering value for money works well for residents.

My presentation (for those of you who haven't been to one of our seminars) looks to give the audience an understanding of our methodologies whilst giving some practical examples of how our approach can help to deliver a range of outcomes all of which result in a better service being delivered to your customers.

One of the key areas of our methodology is how we eliminate non value added processes and ensure the processes put in place improve and enhance the future service – **why would a customer want to pay for something that doesn't add value to the service?**

We frequently uncover processes that have a first time capability (i.e. the ability of the process to **deliver the outcome** to the **satisfaction of the residents** first time) of less than 10% from the customer request to the



completion of the service. **By working with us we can increase that percentage to over 90% – genuine market leading performance.**

An analogy I have always been able to associate with is “a river flows much more smoothly when there are no rocks, rapids or waterfalls downstream” – **we can help remove the rocks and obstacles from your processes.**

One of the most common mistakes we notice at new clients is;

“They believe an appointment based repairs service is all that the customer cares about.”

Our customer research tells us that turning up to complete a repair **when you say you will and fixing it right first time** are the **customers real priorities** in terms of what they want from their repairs service.

This is much more important to the customer than having a tick in a box on your performance indicator.

Remember, our approach is to work in partnership with all stakeholders and your customers are your key stakeholder. We are always keen to work with residents groups to get their perspective and **one of the key elements to our work is that customer satisfaction doesn't fall as we drive inefficiencies out of your business.**

In fact I am proud that to date our work has resulted in an **increase in customer satisfaction**, as you will appreciate the added value not just to your business but to your residents as well.

As one of our clients recently said:

“To produce the levels of financial savings that the Vantage team delivered, I expected our high satisfaction levels to take a hit but somehow Tony and his team managed to also improve customer satisfaction – a win-win situation if ever there was one.”

If you are interested in talking to me about how your organisation can benefit from the Vantage approach then [feel free to contact me directly.](#)

Finally can I wish you a relaxing summer break and thank everyone for the feedback I have received in relation to my bulletins over the past year.

I will be back with my next bulletin in September.



Regards

A handwritten signature in black ink that reads "Tony Bryan".

Tony Bryan,
Managing Director, Vantage Business Solutions