

the
move team

Case Study: Motivating Performance, Exceeding Targets

INDUSTRY



Removals

The Move Team HQ is in Eastbourne and services domestic and commercial customers across London and Sussex.



COMPANY SIZE



Customers

Over 2000 removals carried out annually

5 HQ employees

Plus 5 drivers and support



HISTORY



2006 Established

2008 1000+ removals per year

2014 2000+ removals per year

2006

2008

2014

"We thought it would be a huge task and had no idea where to start. We were able to identify some quick wins to speed up our processes. We were also able to identify longer-term innovative improvements which give us a focus for the future and will deliver exciting opportunities to really improve our customer service. Grace can really help you identify areas in your business to fix. You'll probably find areas you didn't even realise were an issue!"

Andrew Murphy, Managing Director, The Move Team

**£17,000
Saved!**

IMPROVEMENT OBJECTIVES

Simplify the Move Team's operational processes so the team has more time to grow the business. Complexity is a Catch-22 situation; when you have complex processes you don't have the time to fix them, but this is the time when you need to most.

IMMEDIATE WINS

Mapping the customer journey processes instantly exposed where the complexity was and ideas to fix it. Improvements to the enquiry follow-up and customer feedback processes were introduced immediately, increasing booking conversion rates and improving feedback.

£17,000 SAVED PER YEAR!

This company's employees now know how well they're performing through the year and have an opportunity to increase their skill set through the development plan. It's an opportunity for ideas to be exchanged about how well the business is doing, its future direction and upcoming employee career aspirations. Performance management clearly defines performance expectations for each role within the business.

AN EXTERNAL PERSPECTIVE

Identified process time **savings of 20 person days per month**, giving **annual savings of over £16,000 a year**.

In a four-person team, this is **freeing up one person** to focus on more sales, customer care and growth activities.

INNOVATIVE IMPROVEMENTS

The process also identified what industry leaders are doing to improve customer experience.

These learnings were adapted to fit the Move Team's goals and will create a 24-hour-a-day online booking service, revolutionising quoting, booking and sales processes.