

VOICE OF  
THE CLIENT

**MEARS**

**You**  
*and*  
**Mears**



You shape the experience to meet your needs  
– total transparency all the way through

The VoC is the means by which you can influence how your contract is delivered, ensuring we channel our efforts on what matters to you and delivers the very best experience possible.



# The VoC Experience

It's not about us. It's about you

At Mears Group our customer service really is about you

- ▶ The VoC, an integral part of our client relationship management is designed specifically to improve your experience in our service delivery
- ▶ The VoC is a totally bespoke service, tailored to you and your business, with the flexibility to actually influence and change our delivery process for the better
- ▶ You set the criteria by which we are judged, based on your objectives and expectations
- ▶ The VoC impacts every aspect of delivery and every level of our company, from senior management to delivery teams to stakeholders and supply chain partners

# This is how the VoC Works

- ▶ Firstly, we listen to your expectations through a short feedback form and a face to face interview. This allows us to identify your key success factors and develop The VoC scorecard, which is unique to you and will allow us to track areas for improvement
- ▶ We will then send you regular, short feedback surveys to track our performance against the success factors created in the VoC scorecard
- ▶ You then have the option of evaluations on a regular basis, throughout the life of the contract, to review our performance and provide feedback

There is opportunity at these evaluations to discuss your marks scores, comments, questions or concerns arising from our current performance

Your feedback isn't buried in a report. The feedback you give is given directly to the contract owners to help amend our services to meet your needs.





# The VoC, You Decide...

You decide the success factors which drive our delivery

Rate our ability to understand, support and deliver your sustainability goals?



Rate our ability to understand, support and deliver against your customers needs?



Rate our ability to manage and integrate with the supply chain?



Rate our ability to cultivate collaborative relationships focused on achieving your goals?



Your success factors won't always match our own, which is why, through The VoC, we put your agenda firmly at the forefront of our approach and focus our efforts on areas that matter to you. You tell us the things that are important to you and we will measure and track our performance against them.



Can the questions be updated, amended or changed?

Absolutely! There's plenty of opportunity and flexibility to review the questions to ensure that they constantly reflect what is important to you at that time. This approach ensures there's continuous improvement in the customer service we deliver.



# Total transparency all the way through

After each meeting, the Mears Group representative will report back to senior management, who will review all the information and amend your Client Development Plan accordingly. Working closely with you, this will be implemented, tracked and monitored, with our rate of progress and success reflected in the scores and comments we receive at future evaluations.





Entering into this type of relationship is a huge undertaking and we want to make sure we get it right from the start. Having already laid the foundations for a good working relationship with you, we want to ensure this continues to improve and has the capability to successfully meet the challenges that will undoubtedly lie ahead. We believe the VoC, with its flexible, yet pro-active approach, is the ideal channel through which to achieve this.

The VoC encompasses the delivery of the contract from the very start and influences the complete Mears Group team at all levels of the organisation. It can be tailored to address any aspect of our performance in an upfront and totally transparent way. This enables you to make a real difference to the way the contract is delivered by Mears Group.

**It's not about us. It's about you.**



**MEARS**

