



WE DID IT!

WHAT EXACTLY DID WE DO?

WE REACHED

#1 globally

**AS AT THE END OF AUGUST
FOR CUSTOMER CALL BACKS**

WHAT DOES IT MEAN?

OUR CUSTOMERS NEED FEWER
SERVICE CALLS

=

WE INTERRUPT THEM LESS

=

MORE UPTIME FOR THEM

HOW IS THE RESULT MEASURED?

**OUR BUSINESS DATA
IS MONITORED
& AUDITED
EVERY MONTH
BY PROS ELITE
IN THE USA**

*Pros Elite manage
a benchmarking
tool recognised
as the global
standard of excellence
which organisations
in the print industry
use to gauge
performance results.*

**OUR RESULTS ARE RANKED AGAINST
223 SIMILAR BUSINESSES GLOBALLY**

WHY IS IT SUCH A BIG DEAL?

WE ARE THE ONLY CERTIFIED ORGANISATION
OF OUR KIND IN AUSTRALIA
TO ACHIEVE THIS RANKING

AND

WE ARE THE ONLY ORGANISATION TO MAINTAIN
A PROS ELITE STATUS IN THE ILLAWARRA

***A Pros Elite
dealer must:***

- ✓ *Be locally owned*
- ✓ *Have local despatch*
- ✓ *Provide local support*
- ✓ *Have local administration*

WHAT ELSE ARE WE MEASURED ON?

INCOMPLETES

Calls that we must return back to again to fit parts

FIRST CALL EFFICIENCY

Calls that are completed first time with no need to return with parts or for recurring faults

RESPONSE TIME

The time measured from when a customer call is logged to the time we attend the site for repair



**WHAT
ARE WE
DOING
EVERY DAY
TO STAY
AT THE TOP?**

- ***PRO-ACTIVE CUSTOMER MONITORING SYSTEMS***
- ***16 SERVICE STAFF ON HAND***
- ***FULLY STOCKED SERVICE FLEET WITH PARTS ALIGNED TO TERRITORY NEEDS***
- ***ONGOING STAFF TRAINING & ACCREDITATION***

HOW DO WE FEEL RIGHT NOW?



**IT'S FAIR
TO SAY
WE ARE
PRETTY
HAPPY**

THE FINE PRINT



If you are interested in the finer detail of Pros Elite Group Benchmark Standards for excellence, you can visit their website:

[Pros Elite](#)

OR

you can call our office on 02 4254 5444
and we can talk you through it

thebmsgroup.com.au