



WE DID IT!

*again*

**BMS**

productivity for your business

WHAT EXACTLY DID WE DO (AGAIN)?

WE REACHED

**#1** globally

**AS AT THE END OF FEBRUARY  
FOR CUSTOMER CALL BACKS  
(JUST LIKE AUGUST LAST YEAR)**

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  
206 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

A background image of a call center with several staff members wearing headsets and working at computers. The image is semi-transparent, allowing the text to be overlaid.

# 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  
AGAIN!**



# 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](http://thebmsgroup.com.au)