



Mark Hopkins KPI Targets	Paul Sparrow KPI Targets	James Cartwright KPI Targets
<i>Complaints target 0.35%</i>	<i>Complaints target 0.35%</i>	<i>Complaints target 0.35%</i>
<i>ELF rate target 2.7%</i>	<i>ELF rate target 2.65%</i>	<i>ELF rate target 2.7%</i>
<i>Completion rate target 95%</i>	<i>Completion rate target 95%</i>	<i>Completion rate target 95%</i>
<i>NPS Target 3 5%</i>	<i>NPS Target 3 5%</i>	<i>NPS Target 3 5%</i>
<i>BBI Activation 60%</i>	<i>BBI Activation 60%</i>	<i>BBI Activation 60%</i>
<i>PDA usage 85%</i>	<i>PDA usage 85%</i>	<i>PDA usage 85%</i>

THE COMPLIANCE TEAM

Teams have been implemented nationally with their focus being to improve technician compliance to all soft skill measures and install processes to enable them to deliver an outstanding customer experience.

Their primary focus is to look at the ‘soft skills’ and work with technicians who are not currently achieving the required targets in relation to BBI activation, red button testing, DTV medic, up-sell/cross-sell and NPS.

They are there to coach, observe and impart their knowledge to help the technician achieve and to show how these measures combined with a ‘right first time’ approach to the standard operating procedures will deliver an outstanding customer experience.




Going The Extra Mile
 Winston Howell (Customer complaint)
 Jamie Surgey (Upsell/X sell)
 Irfan Hussain (Customer Service)

Perfect Ten
 Barry Bride
 Paul Rushbrooke
 Andrew Fox

Kelly's Got Talent

Best Performing TM
 Richard Blackwell
 Gavin Tills
 Michael Philips

KPI –Recognition
 Rohan Samuels
 Paul Rushbrooke
 Pawel Skulmowski



Paul Sparrow would like to give a shout out to Anthony Williams and Paul Rushbrooke (East Coast) as they both represented Kelly's at this year's NPS awards. Anthony Williams received best NPS and Paul Rushbrooke received the most perfect 10's. They are a credit to the company and lead the way in customer satisfaction.

Mark Hopkins would like to give a shout out to Dave Aspris for his hard efforts and late nights driving down the complaints in South London from 35 in December to 2 in April, and to all the new starters for their excellent attendance rates and their graduation through the broadnet courses.

James Cartwright would like to recognise the following people for leading by example. Irfran Husain for going the extra mile to help several vulnerable lifeline customers, Andrew Fox for his recent Net Perfect Tens, a great improvement, Pawel Skulmowski

for delivering consistently excellent performance and finally team manager Michael Phillips for managing and understanding his team's performance and driving improvements.

And finally

We all have a responsibility when it comes to Health & Safety. Please make sure you are aware of yours, look at the new posters in the back of your van to remind you and if you have a question or concern ASK

Kelly's Hero

In memory of his sister, Sophie, Dan Pearce ran the London marathon on the 25th April 2010 to raise funds and awareness for Diabetes UK. Your generosity in donating any money you feel appropriate to this worthy cause would be much appreciated both by Diabetes UK and by Dan. To donate please go to www.diabeteschallenge.org.uk/challenge/danielpearce-virginlondonmarathon2010.



Chris Grainger recently competed in the European championships in Belgium in the Martial art called Soo Bahk Do. He came home with a 3rd place trophy out of around 250 people! Not bad for someone who is about to turn 40!

Congratulations !

John Bassett, Team Manager from Southend, who became the proud father of a bouncing baby boy on the 24th March. One of his colleagues would like to add that 'John can't be working as hard as he likes us to think if he still has the energy to make babies'

Double congratulations to Nathan Murphy and his wife who had 'two bundles of joy' on the 30th March.

Directors Cut

Following on from a successful first Quarter of 2010, we have once again grown our business and reported some excellent performance figures thanks to everyone's focus and drive within the field operation.

The increase in work volumes seen over the previous two quarters has come at a time when the nation faced financial and employment uncertainty which stands testament to the positive product we are delivering to our client's.

The job security provided throughout our business to our associates is due to solid work ethics and drive which has installed confidence and stability throughout the industry.

We have now stabilised our recent business growth and are now in a position to drive on with our performance. In order to further support all personnel we are pleased to announce that we have introduced a national support and compliance team. The team's key role is to provide support and on-site guidance to our associates that need it most.

Through the provision and support of this external team we aim to ensure that the day to day pressures of the business on our associates will be eased and assist in delivering a first class service to our clients, meeting all expectations.

I look forward to sharing our business results for Quarter three and feel confident that we will continue to go from strength to strength with the support of you all.

Keep up the good work

Pete.