Veolia ES UK – Credit Manager Brian Morgan





Getting Better Never Stops

Get rid of the box!!



Risk – is what you make of it



Risk – Need for Change

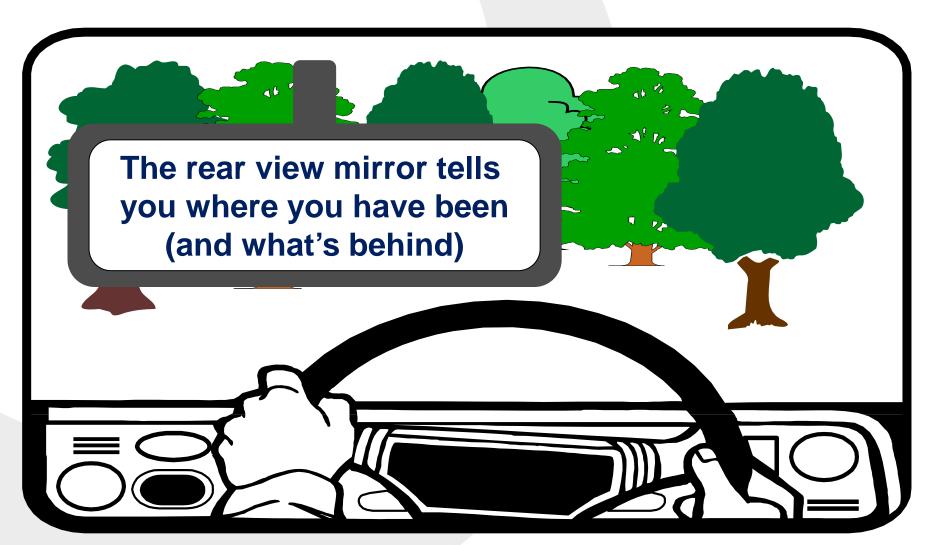


Measuring and Monitoring

If you don't measure, you can't control
If you don't control, you can't manage
If you don't manage, you can't improve

...If you are not continuously improving - you are not managing, just supervising

Most financial and other data will tell you only what you have done and not where you are going



Leading and Lagging

Lagging

- Debtor Days
- Aged Debt
 - ☐ Over 90 Days
 - ☐ Over 180 Days
 - ☐ Over 365 Days
- Unallocated Cash
- Bad Debt

Leading

- Number of Calls
- Disputes
- Credit Notes
- LBA's to Stat Demands or Claim forms
- Risk AssessmentWhat do you measure?



Turning Information into Intelligence



Tom Peters

Excellent firms don't believe in excellence

.....only in constant improvement and constant change.

