

KIER CUSTOMER JOURNEY FIRE SAFETY

NHMF Conference
10th November 2017

Kier Services – Housing Maintenance

Kier Housing Maintenance specialises in compliance and energy efficiency solutions, large-scale refurbishment projects, planned, preventative maintenance and responsive repairs.

Our services are delivered by qualified front-line teams of technicians trained to work in **occupied** homes.



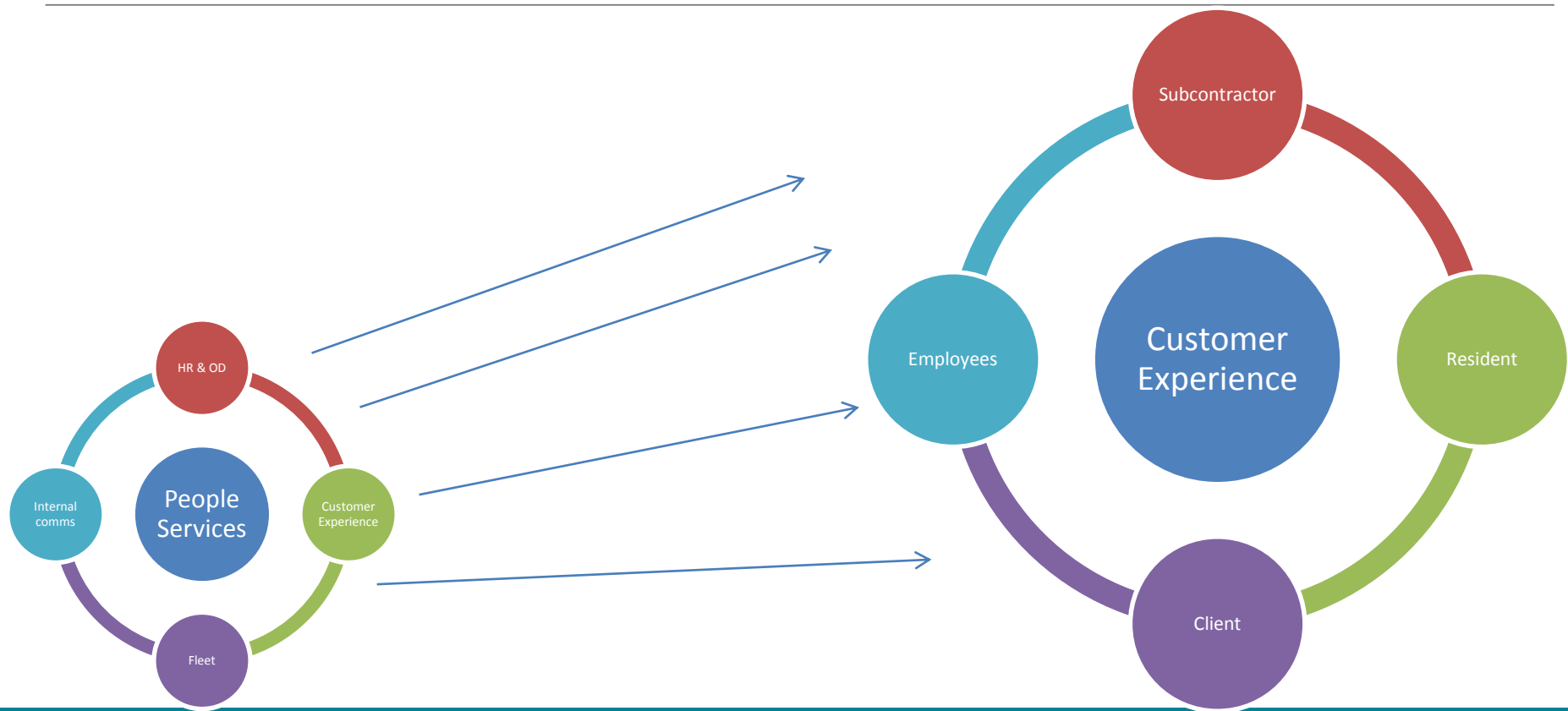
Think differently?

Our approach to customers is different....

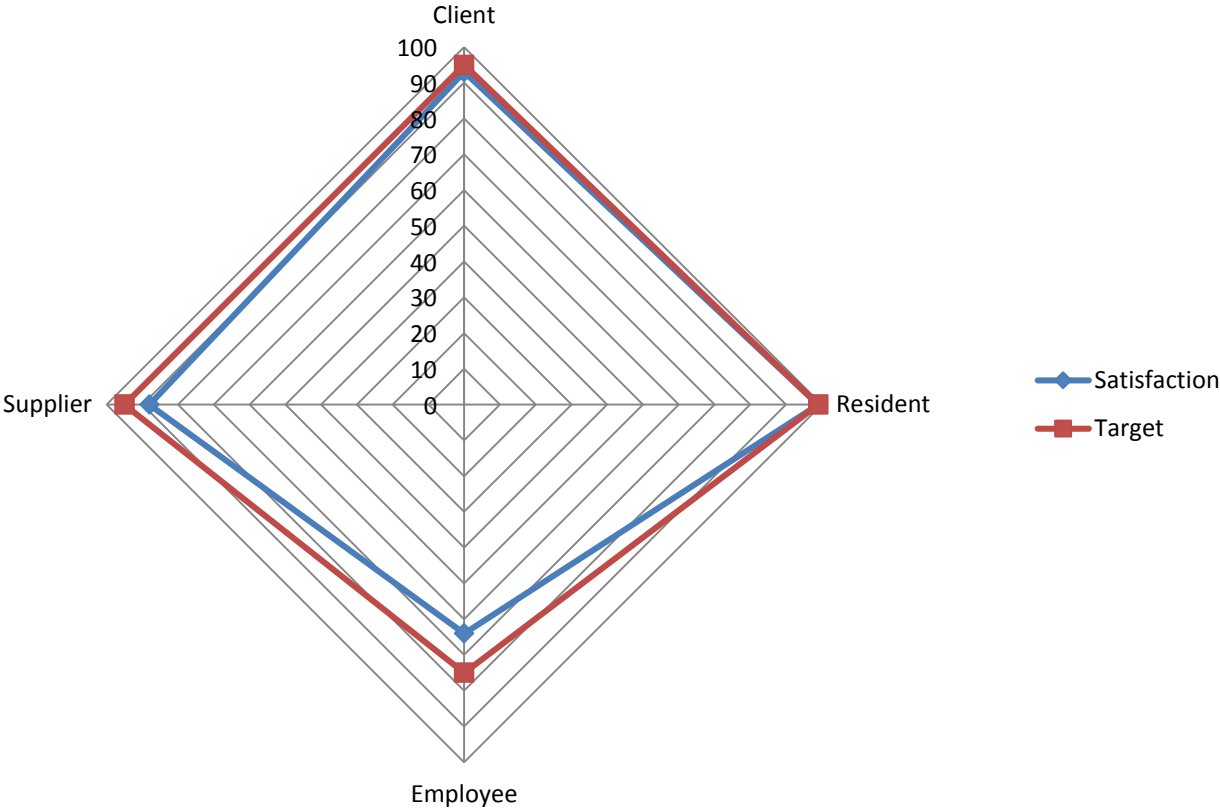
“Customers will never love a company until the employees love it first” *Simon Sinek*



Our approach to customer



Total feedback



Our 3 Stage Journey

Think differently?

Safety is a priority for contractors .
Kier already have processes in place
but have reviewed these to ensure a
comprehensive ,robust and proactive
approach to work and how this is
communicated when working in
homes and communal areas.



3 Stage Customer Journey Overview



Stage Detail

Stage 1

Kier Campaign Trail

Pre – Works

- Introduce Kier, programme of works and our approach to fire safety
- Educate and raise awareness about fire safety
- Capture initial “*Total Feedback*” and concerns to shape the next phase

Stage Detail

Stage 2

Kier in Practice

During works

- Continuous communication
- Customer engagement
- Capture *“Total Feedback”*

Communication can exist without “engagement” (i.e. tell) but “engagement” is impossible without communication

Stage Detail



Post works

- Capture “*Total Feedback*” post completion
- What went well
- What did we learn
- Action planning for the future.

Final thought

Remember...

No matter how good your feedback is, you
always start over with the next customer

Shep Hyken

Questions, comments & observations

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