

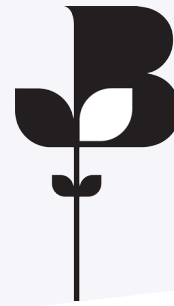


Case Study Small Business



Joining the Black Country Chamber has been the best thing for our business. Our account manager really understands our needs; it's great that there is a single point of contact. We wouldn't be where we are today without the Chamber.

Commercial Director
Small Business



Black Country Chamber of Commerce

Small Business Champions Chamber Connection And Business Togetherness

Established in 2008, this Bilston based small business are dedicated to delivering a premium after-sales repair service to all of their clients, servicing faulty goods that are covered under warranty, ranging from kitchen appliances through to handheld electronic devices.

Operating from the heart of the UK, close to Junction 10 of the M6, they are able to offer a national collect and delivery service, and have established a reputation with bluechip organisations across the country.

New Premises Helps Facilitate Growth

Committed to the provision of excellent customer service, the business sought to move into larger premises that was better equipped to handle the services they offer, ultimately enabling them to enhance their capacity and help to manage their growth in a sustainable way.

With their previous premises being only 5,000 sq. ft., they felt somewhat constrained by these physical limitations and turned to the Black Country Chamber in order to help secure new facilities. By working closely with their dedicated relationship manager, who was able to understand the needs and requirements of their business, they were able to successfully source a new 14,500 sq. ft. premises.

With 11,000 sq. ft. of warehouse space, which is also more than double the height of their previous facility, their new premises has increased the capacity of the business - where they were previously able to complete an average of 20 jobs a week they are now able to service over 90 at the larger facility, with this set to double over the course of the next 12 months.

In turn, this increase in capacity has lead to a rise in staff levels, with the company having grown from 10 members of staff at their previous premises to 18 at their new facility. Furthermore, since moving, they have even been able to reduce their energy expenditure, which has also come with a monetary cost saving.



BUSINESS
GROWTH



BUSINESS
PROTECTION



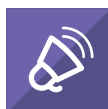
COST
SAVINGS



EVENTS



INTERNATIONAL
TRADE



PROFILE
RAISING



MORE FOR
YOUR BUSINESS



British Chambers of Commerce Accredited



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Leadership Development

Given the growth of the business, they saw that it was necessary to develop the leadership and managerial skills of their staff, particularly at a strategic level. With this in mind, they enrolled their Commercial Director onto the Black Country Chamber's Strategic Leadership Programme.

Delivered by award-winning facilitator, Wendyanne Shapiro, this 12 month programme offers a holistic approach towards the development of strategic leadership skills, which is further complemented by intensive coaching sessions that serve to challenge participants attitudes to leadership within their respective organisations. With regards to the Strategic Leadership Programme, a spokesperson commented: "The Strategic Leadership Programme has completely changed my approach to business and our internal processes. In particular, Wendyanne challenged me and opened me up to new ways of thinking."

Following the successful impact that the programme has had upon the organisation, they have since chosen to enrol other members of staff onto the Chamber's Management Development Programme.

Forging Lasting Business Connections

Since joining the Chamber, this small business has strengthened and developed their working relationships with a range of Black Country businesses, many of whom are fellow members.

With the continued support of the Black Country Chamber of Commerce, the after-sales repair specialists aim to capitalise on their recent success, further expanding their workforce whilst investing in new technology and equipment, as well as the training and development of their staff.

For more information about Chamber membership please contact us on:

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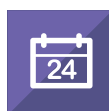
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