



Case Study Novo CSV



Black Country
Chamber of
Commerce



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

Gemma Shaw
Commercial Director, Novo CSV

Novo CSV Champion Chamber Connection And Business Togetherness

Established in 2008, Novo CSV 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, Novo CSV 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., the Bilston based after-sales repair specialists 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, Novo CSV were able to successfully source a new 14,500 sq. ft. premises.

With 11,000 sq. ft. of warehouse space, which is also double the height of their previous property and 2,000 sq. ft workshop facilities, their new premises have substantially increased the capacity of the business. The stock holding capacity has increased by over 400% and they are currently servicing appliances at volumes more than 450% of those previously done and 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
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British
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Leadership Development

Given the growth of the business, Novo CSV 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 Commercial Director, Gemma Shaw, 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, Gemma 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, Novo CSV have since chosen to enrol other members of staff onto the Chamber's Management Development Programme.

Forging Lasting Business Connections

Since joining the Chamber, Novo CSV have strengthened and developed their working relationships with a range of Black Country businesses, many of whom are fellow members. Most notably, through their attendance at Chamber events, they have forged relations with Wolverhampton Grand Theatre and OMG! Online Marketing Growth.

With the continued support of the Black Country Chamber of Commerce, Novo CSV 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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