

SERVICE DELIVERY & TRUST

THE USE OF BS STANDARDS

ANDREW BARTLETT - CEO - ADVICE DIRECT SCOTLAND

WHO ARE WE?



- SCOTLAND'S NO. 1 FREE MULTI-CHANNEL ADVICE AND INFORMATION PROVIDER
- OUR BRANDS INCLUDE:
 - CITIZENS ADVICE DIRECT
 - CITIZENS ADVICE CONSUMER HELPLINE
 - GLASGOW ADVICE & INFORMATION NETWORK
 - HOME ENERGY SCOTLAND
 - MONEY ADVICE SERVICE

WHO ARE WE?



social
enterprise
direct

- PROFITS INVESTED IN ADS
- CREATING LASTING EMPLOYMENT
- OUR BRANDS INCLUDE:
 - SCOTTISHPOWER HARDSHIP FUND
 - HEALTH FOR HEALTH PROFESSIONALS

PROCESS VS CUSTOMER

IS THE CUSTOMER
ALWAYS RIGHT?

A MATRIX OF TRUST

SETTING BOUNDARIES,
ENCOURAGING AUTONOMY

CAN WE REALLY PUT THE
CUSTOMER FIRST?

WHY ARE STANDARDS
IMPORTANT?

THANK YOU



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