

ACCELERATE

BUSINESS & EXECUTIVE COACHING

AT A GLANCE

CHALLENGES

- Loss of haulage revenue
- Maintaining company image and existing client base
- Increased costs
- Developing management talent
- Finding new revenue streams
- Lack of management experience

SUCCESSES

- Improved productivity
- Clearer roles & responsibilities
- Systems & processes improved for greater efficiencies
- New revenue streams identified
- Increased responsibilities and confidence of team members

HGV WORKSHOP & HAULIERS

COMPANY PROFILE

The company was founded in 1977 by a lorry driver offering bulk haulage, who then added an HGV workshop maintaining commercial vehicles and trailers.

In 2021, the owner sold his fleet of 12 lorries to a company he had been working with for nearly 30 years.

As he wanted to take a step back and enjoy time on his farm, his team took over the daily running of the HGV workshop.

As this was now the main source of revenue, it was vital to find ways to increase their client base and that the company run efficiently in his absence.

The company was being managed by the office staff and workshop supervisor.

SERVICES PROVIDED

An initial audit was conducted of the business looking at its current process, systems, organisational structure and roles.

Coaching sessions were conducted with the Office Manager, Customer Coordinator and Workshop Supervisor to develop their skills and confidence.

All the systems and processes were reviewed to eliminate waste and downtime, improve communication, increase the hours billable and initiate new revenue streams.

"Tina helped us see what we could do to improve the business through making savings, improving our systems, offering a better customer service and having clearly defined areas of responsibility our communication improved dramatically. We are now optimistic about our future and how we can keep growing and improving".

GENERAL MANAGER