­

**HIGHWAYS ENGLAND**

**SUPPLIER RECOGNITION SCHEME**

**Customer Experience**

**ENTRY FORM**

|  |  |
| --- | --- |
| Title of Submission\* |  |
| Supplier Name\* |  |
| Name & company details providing an endorsement to the submission\*  **(see guidance)** | **ALL SUBMISSIONS MUST INCLUDE AN ENDORSEMENT** |
| Tier 1 / Direct HE Contract Supplier Entrant\* | **YES / NO Please mark as applicable** |
| Extended Supply Chain\* | **YES / NO Please mark as applicable** |
| SME entrant\*\* | **YES / NO Please mark as applicable** |
| joint entrant\* – consider including any other company that has contributed to the entry | **YES / NO Please mark as applicable** |

\* All of the above are mandatory.

\*\* Definition of an SME: The European **definition** of **SME** follows: "The category of micro, small and medium-sized enterprises (**SMEs**) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding 50 million euro, and/or an annual balance sheet total not exceeding 43 million euro." (this includes the whole company structure including parent companies)

**Customer Experience**

##### Company name & address (expand if necessary):

**Contact name & Position/Grade:**

**Telephone number:**

**Email address:**

**Delete as appropriate**

**For joint submissions please confirm the above company is the main**

**Yes/No**

**point of contact**

Are you prepared for extracts from your submission to be used in a

**Yes/No**

Best Practice Report?

Category Criteria:

Highways England seek to recognise suppliers with an industry leading commitment to supporting our customer service strategy and its guiding principles:

* Consistently delivering the basics
* Improving our service and network
* Developing our relationships with customers

through understanding external customer needs and using feedback to constantly improve the customer experience.

**Within your submission you may wish to include:-**

* Shows how core customer (road users) service values are embedded within the company’s culture and how it is demonstrated in everyday working practices.
* Shows a clear evidence based understanding (through customer insight) of our customers’ needs/priorities and how these are responded to accordingly.
* Shows how excellent customer service is recognised, valued and rewarded within the company.
* Shows how the quality of customer correspondence (email and telephone) is maintained to a high standard and meets the needs of the customer.
* Shows how customer experiences have been enhanced through sharing best practice and lessons’ learnt.

Shows how customers have been actively encouraged to participate and collaborate with the company to make service and operational improvements.

Submission should be no more than **6 pages, Ariel Font 11,** and can be supported by Motivating Skills Toolkit (MST) Performance Measures evidence and/or references.

Any additional annex/documents (apart from MST and/or references) will **not** be judged

Executive Summary

**Provide a short summary / bullet points of the submissions key points (max 150 words)**

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COMBINE ALL SUPPORTING ENDORSEMENT, REFERENCES &/OR MST AND ADD AS FINAL PAGES TO THIS SUBMISSION AND SCAN AND CONVERT TO PDF FORMAT SO EACH SUBMISSION IS ONE DOCUMENT

PLEASE TITLE YOUR SUBMISSION AS FOLLOWS –

Supplier name\_title of submission\_category