

Employment Law Consultants Help Logistics Firm To Drive Up Customer Satisfaction

Positive effect on bottom line at Truckwright as Bibby Consulting & Support drives forward HR function.

November 2, 2011 (FPRC) -- A Northamptonshire-based haulage and distribution firm is enjoying a significant increase in profits and higher levels of customer satisfaction after outsourcing its HR function to leading employment law specialists Bibby Consulting & Support.

A family-run business, Truckwright Limited turned to Bibby Consulting and Support when it needed help with developing its disciplinary procedures.

Although it was not faced with a single, major issue, more commonplace issues were causing concern for the Corby firm that operates a fleet of 22 trucks servicing clients from across the UK and the near continent.

Jo Copely, a manager at Truckwright explained: "Since we outsourced our HR function to employment law specialists Bibby Consulting and Support we have seen a dramatic increase in performance and productivity and this has in turn improved customer satisfaction.

"With their help we have tightened up our disciplinary procedures and now drivers and other staff know that if they make a mistake, upset a client or their performance is not up to scratch, appropriate action will be taken."

Jo went on to say that it is difficult to put an exact figure on how much this has saved the company, but it has gone a long way towards improving profitability during tough times for the logistics and haulage industry.

"It is more important than ever that staff get things right first time, every time and Bibby Consulting & Support has helped us to put in place a disciplinary procedure that is fair to staff whilst helping us to improve performance and reduce costly mistakes," she added.

As well as helping Truckwright with its employment law issues, Bibby Consulting & Support also takes care of all aspects of the firm's health and safety policies, ensuring it complies with all relevant legislation.

Commented Michael Slade, Managing Director of Staffordshire-based Bibby Consulting and Support: "SMEs in particular do not have the resources to employ their own legal or health and safety advisors teams, so outsourcing to a provider they trust can provide the ideal solution. I am delighted that Truckwright has found that by working with Bibby Consulting & Support, we have been able to have such a positive effect on the bottom line."

For more information on all the employment law advice services offered by Bibby Consulting & Support, visit <http://www.bibbycas.com>

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