



## Help your business succeed with BPIF training

Investment in your people during the last 24 months has been as hard hit as investment in new equipment. With finance tight one of the most susceptible parts of a company's budget to get slashed is training, yet your strongest assets are your staff and not least yourself. To counter this, the BPIF has become aware of funding to help you and your team train in areas that will produce the greatest impact.

**Seize the opportunity now as the funding provision finishes at the end of this year.**

The funding is aimed at small to medium-sized business in the East of England to give staff new and additional skills to move the business forward. The training grants potentially meet up to 70% of the cost of the training, excluding VAT and expenses and are available for up to £2,000 per company subject to availability and eligibility.

## There are three main areas of Training that the BPIF can deliver

### 1. Customer Service

The Customer Service Team is often the main point of contact that your Customer will have with your company. Their response, attitudes and the manners they express, reflect directly on your business. For many "the customer service team" is much wider than account executives embracing everyone in the business that has ongoing dialogue with customers.

The quality of a Customer Service Team is paramount to the future success of any Company.

Customer Service training will ensure a team is fully prepared to:

- ❑ deliver good, reliable Customer Service
- ❑ give a positive impression of themselves and their Company
- ❑ resolve Customer Service problems
- ❑ deal effectively with Customer queries, requests and problems
- ❑ live up to the Customer Service promise

Training programmes are tailored to your specific needs and designed to help you develop your customer focus.

### 2. Cost Reduction through better Operations Management

With profit margins squeezed as never before, some companies are still able make money by a constant drive for greater efficiency. Beyond 2010 gives the opportunity for your team to be trained by a ViP Process Engineer on a live company project in the use of 'Lean' tools and techniques that will have an immediate beneficial impact on your costs.

The focus of activity could be:

- ❑ reduce material waste
- ❑ increase capacity on critical equipment bottlenecks
- ❑ reduce lead times and simplify administrative procedures

The ViP engineer will train your staff to find the answers to improved productivity for themselves, thereby generating fantastic buy-in from your staff and a big motivational boost.

#### Key benefits of this approach

Productivity improvements of 25-30% on the selected processes are normal and give an average tenfold ROI in the first year, with an average added value benefit in the first year of £125,000. And that is calculated on a full cost programme, not with a 70% subsidy as in this case.



### 3. HR and HSEQ

Implementing company HR and HSE policies and procedures can often be seen as a necessary evil. However, a well maintained and effective System, that has been actively embraced and pushed forward by the staff, will end up saving the company money, improve staff morale as well as ensuring legal compliance.

The BPIF HR and HSEQ Advisers have specific knowledge of the Print and Packaging Industry with an understanding of all aspects of employment issues. We offer specific training to your employees at all levels so you can run your company more efficiently and cost effectively using our skills and techniques and recycling the best practice in the industry.

- Evaluate the current level of HR investment and compliance with
- legislation
- Identify and discuss practical solutions following the gap analysis
- Increase effectiveness of the HR delivery process
- Direct HR investments where they are most needed
- Ensure full compliance with employment legislation
- Identify organisational risk of non-compliance

### How to get started

- Get in touch with the BPIF and identify your likely training needs
- Speak to a BPIF specialist to discuss the proposed training topic
- You then contact the funding body to confirm availability and eligibility

The Beyond 2010 programme [www.beyond2010.co.uk](http://www.beyond2010.co.uk) enables ICT businesses (including the printing industry) to harness their full potential by reimbursing up to 70% of the training cost of eligible courses. This funding is only available during 2011

This sector is being delivered by Enterprise Partnerships (East of England) Ltd and funded by the East of England Development Agency (ESF/EEDA) amounts may vary but are currently up to 70% of course fees to a maximum of £2,000 per business. Beyond 2010 is employer led.

**These projects must be completed by November 2011, so act now to avoid missing out on this funding opportunity.**

