

# TRAINING FOR THE FUTURE

CCE has gained an enviable reputation for its varied training programmes, recognising the essential need to continuously develop its number one asset - its people.



*In-house training at CCE*

A snapshot of current training activity includes the following:

- o PowerPoint and Advanced Excel
- o Audatex Estimating
- o First Aid and Fire Marshall Training Course
- o Air Conditioning
- o Miracle Puller Training
- o NVQ Storage and Warehousing
- o NVQ Experience Booster training for new HGV and LGV Drivers

A large proportion of training is performed in-house, due to the nature of the business. Recently, the company has signed up four employees onto NVQ Qualification courses.

Jordan Nunu will commence his NVQ in storage and warehousing and the three others will begin their NVQ in LGV. This will 'top-up' their existing NVQ in motor vehicle repairs and maintenance.

One aspect they all thought they would like to develop was their driving licences. However, rather than just putting them forward for their test, Michelle Walker spoke to a training provider and found that they could gain a further NVQ. Apprentices, such as Andy Watson will further enhance their development. As a responsible employer, it was a better way towards achieving the higher licence category.

## MANAGEMENT TRAINING

Previously, CCE has focused their training attention on new equipment and new skills, such as repair methods for the shopfloor and apprentices.

However, in 2006, a tragic incident caused this philosophy to change. A

senior member of staff died suddenly, creating a huge void both functionally and personally. The knowledge that was so sadly lost was immense and not something that could be replaced easily. Neither was there a course that would supply this information.

This situation led to a re-assessment of the remaining staff, both as a group and as individuals. Over the weeks and months the staff were able to demonstrate something positive from a real tragedy.

The company engaged the training company, 'Knowledge Link', to further develop the management team and their own personal profiles.

This allows CCE to better understand its staff and their views on the business and communicate the way forward, highlighting how everyone has an important role to play.

The programme is called 'The Rising Stars' and is aimed at broadening the manager's experience, to develop an appreciation of the real world environment across business and commerce, with a depth of self knowledge grounded in best practice.

The programme has not only developed CCE's management skills but also enhanced the company's willingness to adapt to new challenges and ideas – particularly through the work shadowing scheme with other senior managers in other industries.

The company has benefited from the increased level of training; its staff are more confident and their inherent skills are brought to the surface.

Training and development continues to play a key part in CCE's long term strategy.

# Case Study I – 200 YEARS GROUP, FIRST YEAR

**This year marks the 200th anniversary of the Liverpool-based Bibby Line Group and also Bibby Distribution's first year with Commercial Contract Engineers.**

Bibby Distribution operates over 70 depots throughout the UK. The Group diversified into the distribution and warehousing business in 1985, following a long and established period as a successful, internationally recognised shipping company which continues to this day.

Bibby Distribution has developed a close working relationship with CCE at five Northern area depots, from Liverpool to Leeds, for the repair of its accident-damaged vehicles.

Karan Evans, the Insurance Administrator at Bibby Distribution, Liverpool, commented on the first year with CCE: "Commercial Contract Engineers was recommended

to us by Zurich Insurance and we are pleased to say that Phil's team now carries out nearly all the accident repair work for the majority of our Northern depots.

"CCE has certainly developed a reputation here at Bibby Distribution as an organisation that goes out of its way to provide an excellent service, more than willing to collect and recover a vehicle wherever an incident took place. They are always highly responsive and the level of communication CCE provides, in terms of regular updates and information on a particular job, is outstanding.

"We are confident in the CCE operation and whenever we are looking at prospective insurers, we always recommend that CCE is included in their supplier lists. But the most important aspect from my point of view, is that Phil and CCE take the hassle out of what can sometimes be a very frustrating job."

# Case study 2 – NIGHTFREIGHT A MAJOR PLAYER



*New Livery for Jungheinrich*

**Nightfreight, the major nationwide parcels carrier, with its head office based in Willenhall, West Midlands, has developed a successful relationship with CCE over the past three years.**

The company, which focuses on transporting freight of irregular weights and sizes and also

runs large contracts providing specialist transport for logistics companies, is committed to

# YEARS OF BIBBY LINE YEAR WITH CCE

# 2008 AND BEYOND...

Phil Ewbank talks about his plans for the forthcoming year:

**“In 2008 we plan to raise our profile and promote our philosophy of delivering quality service and repairs to our customers and clients.**

“CCE recognises that there are more cases of large and small fleets becoming increasingly dissatisfied with their existing suppliers, the insurers, brokers or accident management centres. We seek to work increasingly closely with fleets of all sizes who are reaping the double rewards of lower accident repair costs and reduced downtime.”

Having expanded an already impressive fleet, Phil continued: “This was the right decision, as we have become more focused on reducing both the total repair costs and controlling heavy recovery costs, both of which can play a significant part in the full repair cost of an accident damaged vehicle.

“The more sophisticated insurance brokers and insurance companies are aware of the escalating costs and are slowly beginning to see the benefits in developing a controlled recovery network with a set, agreed menu of costs and directing the vehicle towards a reputable, high profile, repairer.

“This approach will ensure total control from the moment the accident happens and will deliver on the bottom line in respect



*Working with Bibby Distribution Ltd*

Phil Ewbank added: “Bibby Distribution has a strong reputation in the market and we are pleased the operation has recognised our commitment to service. One of our key USP’s is our dedication to communicate with our clients throughout the job. This is clearly of benefit to

an organisation such as Bibby Distribution, where it is vital that vehicles are off the road for the absolute minimum duration.

“We look forward to a long term relationship between our two organisations”

# EIGHT – MAINTAINING R IN THE SECTOR

customer service, including servicing the B to C market.

Nightfreight has been in operation for 20 years and was keen to work with an accident and repair facility to maintain its fleet of over 150 vehicles, covering the region from Northern Cheshire to South Cumbria.

Commercial Contract Engineers came into the equation just under three years ago following a speculative approach by Phil Ewbank. The relationship has proved to be beneficial to both parties; Robert Fraser, Fleet Engineer at Nightfreight commented: “Phil and his team at Commercial Contract Engineers have delivered what

they promised – they made themselves known to us as a commercial vehicle repairer capable of both minor and major repairs to CVs and trailers.

“We have found CCE to be very friendly and co-operative, providing an exceptional level of communication and service at a competitive price. We are delighted to have CCE as one of our key suppliers.”

Phil Ewbank added: “Nightfreight is one of our major clients and we are pleased that the relationship is progressing successfully. We look forward to a mutually beneficial relationship over the long term.”



*Expanding the fleet*

to average repair costs, and increase customer retention, a matter of concern to the leading insurers, striving to achieve value for money.

“In my opinion, markets follow trends - we have all experienced the total loss/big salvage figure quoted by some engineers. But here at CCE, we are in a position to offer an attractive alternative.

“We have proved on countless occasions that many vehicles ARE repairable and should be if that is what the client wishes.

“CCE is also working closely with other AMCs as they develop their client bases. They seek quality, and that is what we offer.

“We expect to increase turnover again in 2008 and are determined to reduce costs wherever possible.”

# CCE COMMERCIAL VEHICLE BODYSHOP OF THE YEAR IN NATIONAL AWARDS

Commercial Contract Engineers has been named the Commercial Vehicle Bodyshop of the Year at the prestigious Bodyshop Magazine Industry Event Awards Ceremony held in Birmingham.

CCE was praised for the personal development of its staff and its consistent high standard of quality customer service.

In 2006, CCE were runners up.

“Receiving the award this year is a testament to the company’s ambition to aim as high as possible and a concerted effort by the team,” said Phil Ewbank.

Phil continued: “We are absolutely delighted to receive this award and I would like to take this opportunity to thank everyone at Commercial Contract Engineers for their dedication, commitment and hard work. I am particularly pleased that we have received recognition for our attention to the personal development of our staff – our most valuable and important asset.

“I have always praised my staff for the loyalty they continue to display and I have always shown respect for our competitors, saying that if we can be considered to be consistently rated in the top



CCE receives the Commercial Vehicle Bodyshop of the Year four CV repairers in the UK, that is some achievement.

“And to win in the year of our silver anniversary, I couldn’t have asked for more!

“We will strive to carry this award with pride, honour and professionalism throughout the coming year and beyond.”

## PART OF THE TEAM.....

### PAT NEVIN STORES MANAGER

Pat joined CCE after leaving school in 2000 as an apprentice storeman. On completion of his apprenticeship, Pat was promoted to lead the Stores Department.

He acknowledges that it was hard at the start, but the more he learnt, the easier it became. Now he arranges orders for parts and is confident in sourcing the best deals, working on the accident and repair side of the business and assisting Michelle Walker with the costings, an essential aspect of the business.

Phil Ewbank commented: “Pat really stepped up to the plate when the business was being restructured following the tragic death of Nicky Bradley. He has impressed everyone with his willingness to grasp the complexities of his new role.”

Pat can see the job growing and finds his work varied and is pleased to have additional training through Phil Ewbank and Sage Green.

This programme has helped Pat develop his skills in teambuilding and communications – giving him greater confidence in his important role.

Pat is 25 and lives in Heywood, where he relaxes by watching and taking part in all sports from football to golf and pool to rugby.



### JULIAN WHITEHEAD WORKSHOP FOREMAN

Julian joined CCE in 1986 to take up a mechanical apprenticeship.

He has worked his way up through the company to become workshop foreman, using his experience and expertise to perform a wide variety of tasks from cab repair to vehicle stripping and rebuilds for almost any type of vehicle.

Julian commented on his role: “I have got to the stage where I am confident with any job. The challenge is always to return a vehicle to its original condition as soon as possible, which includes those involved in serious accident damage.

“I have enjoyed my time at CCE immensely and I can’t imagine going anywhere else. I see myself staying here until I retire – the work is interesting and the atmosphere is always good. It’s a pleasure to be part of such a strong team.”

Julian is married to Suzanne. They have one son and live in Norden. He relaxes by watching football, supporting Liverpool when he can. He likes to unwind by walking in the countryside.



### ANDY LOCHHEAD PAINTSPRAYER

Andy joined CCE four and a half years ago from AB Croll. He followed in the footsteps of Dave Monroe, also from the same company, who had taken on a role with CCE 12 months earlier.

Andy considers himself an expert in paintwork – and takes pride in the fact that there aren’t many types of vehicle on the road that he hasn’t painted, including some aircraft mock-ups! However, he adds that the only way to learn something properly is by doing it yourself!

He enjoys the complexity of some of the jobs, each being different to the last, and the teamwork and friendly environment of CCE and looks forward to a long term career with the company.

Andy lives in Leigh, near Wigan, with his partner. Together they enjoy travelling and have visited every continent –with his ideal location being Israel, which he found fascinating.

Andy also enjoys watching football in his spare time.



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## CV BODYSHOP OF THE YEAR

### Silver anniversary success!

**Phil Ewbank, Managing Director of CCE, looks back at Commercial Contract Engineers' anniversary year:**

"A great deal has happened at CCE since we last published our newsletter at the beginning of 2007.

"Our year started with a 'bang' with the Winter Wonderland celebration – a tremendous event and a big thank you to our friends, our families, our staff and our customers, for their commitment and support.

"Once our heads had cleared, we were back to work with a renewed vigour, demonstrated by the fact that the second quarter of the financial year showed a record turnover in our company's history.



*Phil Ewbank*

"By Easter, plans were well underway on our Bodyshop Magazine Award nomination and submission, which led to CCE being shortlisted as a finalist in the 'Commercial Vehicle Bodyshop of the Year' category.

"Early spring saw further investment in equipment as we work towards PAS accreditation, the new quality/repair method endorsed by the British Standards Institute.

"Staff training continues to be high on our agenda, as we work towards launching the 'CCE Academy' and an increased emphasis on Senior Management Team Development.

"In June, CCE was able to announce its partnership with Nightfreight, to deliver a brand new livery/refurbishment programme to Jungeheirich, the leading Fork Lift manufacturers. This project alone is worth £150,000, and will be delivered over a nine month period.

"CCE joined the A&R Accident Solutions Network in September. This is an exciting time for all parties, as they launched the network after 12 months of planning, with DHL as the first client to sign!

"Great news from the year to date, giving us sound reasons to be optimistic about the future."

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