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## **Unipart's Nuneaton Repair Centre confirmed as best in the UK**

Unipart has the best mobile device repair centre in the UK -- that's the verdict of the 2011 Mobile News Awards. Having been commended in previous years, the Unipart Technology Logistics (UTL) centre at Nuneaton beat all competition - including Anovo and Regeneris - in the Service and Repair category.

The award is judged by 12 independent mobile industry experts on ten key criteria, which look at commercial and operational performance, green credentials, accreditations, employee training and care, customer service and customer testimonials.

The judges highlighted a number of areas of performance excellence at the centre over the past year. Examples include an 18% total cost reduction for one of its clients, achieved through substantial process improvements across the repair lines; the use of cosmetic and refurbished parts instead of new replacement parts, saving costs for the customer and making the process more environmentally friendly; and significant improvements to service for the customer and end consumer.

Key customer service improvements over the year include:

- The development of the 'Universe' remote diagnostic system which allows telecoms store staff and call centre advisors to work remotely with UTL's repair technicians so they can better assist consumers.
- The launch of an in-store repair avoidance programme so that consumers can have simple repairs, done immediately in-store.
- The introduction of a credit card charging capability for 'out of warranty' repairs, saving administration costs for the customer and giving the end consumer a convenient and easy way to pay for handset repairs.

The judges also highlighted the team's commitment to innovation and improvement. Examples from 2010 included investment in a Technical Call Centre trial that saved £100k per month; and an initiative that reduced the environmental impact and high cost of replacing Smartphone LCD displays by 80% per unit, producing savings of more than £500,000 per annum.

In addition they were impressed by Unipart's culture of employee engagement and continuous improvement, which is embedded at all levels of the operation through leadership and a commitment to the Unipart Way. The judges also took into account

customer comments on the centre such as the following from Jonathan Leonard, UK Repairs Manager, Vodafone UK:

“I consider the UTL Repair Centre Team an extension of my team at Vodafone and have been incredibly impressed by the way that UTL has developed their repair centre into a world class repair facility. Working closely with UTL, as I do, it never fails to amaze me how passionate and committed they are to delivering a fantastic customer experience for Vodafone customers, and excellent results for Vodafone UK.”

Commenting on the award, Frank Burns, Unipart Logistics Managing Director, said:

“This is the culmination of a year for the Nuneaton team that has seen significant change, continual focus on innovation and the development of a Service and Repair proposition that has focused completely on quality, cost and customer engagement.

The team have worked really hard to challenge what we do and how we do it and have been passionate about engaging with our customers to deliver the best quality, most efficient repair service for our customers and the end consumer. They should be tremendously proud of what they have achieved over the last 12 months.”

**- ends -**

#### **Editors' Notes:**

#### **UTL's Nuneaton Repair Centre**

The Nuneaton Repair Centre repairs and refurbishes more than 80,000 units a month and has a customisation area capable of processing 40,000 devices a month. The centre has accreditations from all major manufacturers and works with over 11, including Nokia, Samsung, Toshiba, LG and Sony Ericsson – with which it achieved the 4.5 level accreditation in 2010, said to be the highest possible rating. The centre has around 360 technicians who work over an 18 hour window, offering turnaround times as fast as next day for retail stores.

#### **About The Unipart Group**

The Unipart Group employs more than 10,000 personnel worldwide and has an annual turnover of more than £1billion. It is a leading full service logistics provider and consultant in operational excellence.

Operating across a range of market sectors, including automotive, leisure, marine, manufacturing, mobile telecoms, rail, retail and technology, Unipart offers a breadth of services from third party logistics to expert consultancy.

All Unipart sites operate according to the Group's proprietary version of Lean known as The Unipart Way. This is a philosophy of working underpinned by tools and techniques that inspires efficiency, flexibility and outstanding customer service in any process.

Unipart also offers expert consultancy in implementing Lean principles and in supply chain management across a variety of industry sectors.

The Group's clients include Sainsbury's, ASOS.com, Homebase, Vodafone, 3, BSkyB, Jaguar Land Rover, Mobis and HMRC.