

MA Group delivering excellence

This month our newsletter is all about excellence. **MA Assist** has awarded excellence in its supply chain with the Supplier of Q3 award and **Virtus** has delivered service excellence to a vulnerable elderly customer and her family. We have published a new video show-casing **Innoflex's** excellent mobile surveying app, **Scoper** and we have set up a new Operational Excellence team. Oh, and we have eaten some excellent food!

Supplier of Q3



MA Assist is delighted to announce that the Supplier of Q3 2017 is **IPC Construction**. Since joining the network in February 2017 IPC have hit the ground running. Ian Cottingham and his team always do what they say they are going to do. IPC have remained at the top of our supply chain league table for the year and have consistently achieved high NPS scores and low claim durations. Well done to everyone at IPC, your bubbly and certificate will be with you very soon.

Our Supplier of Q2 was **KNK Building Services**. They were Supplier of Year 2016 and continue to perform very well. Unfortunately we didn't do a newsletter during the summer so we only announced this on social media and the website at the time. So a belated congratulations to Steve Wall and the team.

World Food Day

The MA Group team have been doing what they do best – eating and raising funds for charity!

On 9th October staff in Aylesbury and Warrington celebrated World Food Day by cooking and then sharing some delicious food from around the world.

We had lamb pastries from Morocco, feta cheese parcels from Greece, shortbread, scotch eggs and cottage pie from the UK with scones, spanish omelettes and bocadillos with manchego and ham from Spain and some amazing samosas from India.



Well done to everyone who cooked, baked and ate. We raised another £250 for [The Oxford Young Adult Clinic](#).

Virtus delivers a fantastic property validation experience

When we launched **Virtus Validations** we were clear about the type of property validation service we wanted to provide. Not only did we want to provide **accurate validations and fair settlements** but we also wanted to **put the customer at the heart of the claims process**.

So earlier this month we sent out a new case study that demonstrates our commitment to this vision. It is about the service **Virtus** provided to an elderly woman and her daughter that left them so delighted with the experience the daughter decided to move her own insurance to **Virtus'** insurance client.

You can read the full story on the [Virtus website](#).

Scoper video

We have made a video demonstrating the wonders of **Scoper**, our mobile surveying and estimation app. You can view the video on the [Innoflex](#) website or on You Tube at <https://youtu.be/AcFpxNXtfs>



Our mobile construction estimate app, **Scoper**, enables the building surveyor or field expert to efficiently create a report with a scope of work on a mobile device in the customer's home. The report can then be forwarded to the office, saving time and administration whilst ensuring a consistent approach to surveying and validation.

We also provide a variation option within **Scoper** that allows any operative to gather key information including video images of extra works, which can be instantly sent back from site to a technical member of staff to review and scope. This not only prevents work down time or the need to send a surveyor out, but allows additional works to be assessed, scoped and approved within minutes not days.

MA Group Operational Excellence

As the MA Group continues to grow it is becoming more and more important for us to ensure that all group companies deliver operationally for our clients. Building on the solid foundations we already have in the group, we have set up a new central team for the MA Group called **Operational Excellence**. Headed up by **Tim Hudson**, this team will help to ensure:

- > Technical support is available for all companies on a day-to-day basis including training, compliance and audit.
- > Areas for continuous improvement are identified through the review of processes and systems.
- > New processes and technologies are designed, built and tested through strong project management and good documentation and communication.
- > Change Control is implemented for any new system or process, whether it is IT based or manual.
- > Change is implemented and its impact measured.
- > Learnings from complaints, new systems, processes and feedback from staff, suppliers, customers and clients are fed back into the businesses and used to improve our services.
- > MI is produced that helps business heads manage their businesses effectively and communicate with their staff.
- > Best practices are adopted and maintained consistently across the group.



This new team is made up of IT experts, RESOLVER and Supply Chain compliance staff. They will pool their experience and knowledge to deliver a shared support service for the group that delivers Operational Excellence.

If you would like to know more please get in touch with [Tim Hudson](#) or [Jorge Gonzalo](#).

Monthly updates

Every month I send out these updates to clients, suppliers and staff, so I hope you have found this interesting and informative. If you have any suggestions for news and/or information that you would like me to include in this regular update, please let me know.

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