



STC CONTINUE TO SET THE STANDARD IN CUSTOMER SERVICE

STC ACHIEVE PRESTIGIOUS INDEPENDENT CUSTOMER SERVICE AWARD FOR THE FOURTH CONSECUTIVE YEAR

ISO 9001 Accreditation

STC Energy is ISO 9001 accredited and all work undertaken for our clients is conducted within the ISO framework. We are committed to quality and registered with QMS International PLC as a provider of "Quality Energy Management Services".

As an ISO 9001 registered firm since 2002 we have documented all procedures which are fundamental to our business. Due to the requirements of ISO 9001, we review and enhance procedures should problems be identified. We believe that being ISO registered has had a very positive effect on our business and has helped us to improve our standards of customer service.

Companies are becoming increasingly dependent on the services of ISO accredited companies as a measure of reliability, consistency and commitment to quality. Our standard is designed to look at all of the important processes affecting quality.



Customer Survey Achievements

Since the company's launch in 1989 we have not lost a single customer due to failure to meet the service level agreement (SLA). STC always agrees an SLA with all clients at the inception of the bureau service, so that the requirements and processes are clearly defined and understood at the outset.

An example of our pursuit for excellence was shown in August 2007 when STC maintained a Gold Award for customer satisfaction for the fourth consecutive year. To achieve this STC had to score 80%, or above in an independent survey carried out by QMS International PLC (STC's Customer Satisfaction Certificate is shown below).



Staff Performance

Last year STC achieved 91.67% for Staff Performance, which is considered to be exceptional. This year we are proud to announce that the percentage increased to 91.94%, which illustrates our continued pursuit of excellence.