

30 November 2007

Traffic staff collect Above and Beyond Awards

Siemens Traffic Controls has recently honoured a number of employees across the country with Above and Beyond Awards as part of the company's Think Customer initiative. The awards were presented to over 20 members of staff in eight categories at a special ceremony on Friday 23 November in Poole, Dorset.

Commenting on the awards on behalf of Siemens Traffic Controls, Gordon Wakeford, Managing Director, stated: 'Whether our customers are internal or external the company philosophy is the same - they all deserve an excellent service. These awards go to those people whose efforts embody the best examples of Think Customer.'

Think Customer is an initiative throughout the Siemens companies in the UK which aims to ensure the name is as well known for customer service excellence as it is for innovation and technology. 'We must believe in the values of Think Customer and do everything we can to enact them every day. Siemens Traffic Controls translates the Think Customer ethos through the Above and Beyond Scheme, rewarding nominated staff throughout the year', added Gordon Wakeford.

Each quarter at the Business Review Meeting, the Senior Management Team decide on an overall winner in each category and the winners from each quarter are put forward to the Above and Beyond Awards. The winners in the 8 categories are detailed as follows:

1. Going the Extra Mile – delivering a service to the customer which is beyond the call of duty, involves personal inconvenience and exceeds the customer's expectations.

Winner: Joanne Quoroll - Commercial Supervisor, Droitwich, Worcestershire.

Citation: Effort and dedication in managing staff shortages in the Commercial team.

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2. Ahead of the Game - demonstrating a systematic long term view to deliver customer service improvements.

Winner: Nick Reynolds – Lean Manufacturing Co-ordinator, Poole, Dorset.

Citation: Creating a database tool to capture ideas and suggestions for manufacturing improvements.

3. Customer Breakthrough - employees whose behaviour has won customers from competitors or dramatically increased the existing customer base to maintain our position in the traffic industry market.

Winners: Paul Marshall and Dean Firm – Contract Engineers (Motorways), Leeds.

Citation: Worked unsociable hours on the Blackwall Tunnel project to increase business with new client and scope for further work with the customer.

4. Saving the Day - delivering a service to a customer which has resulted in turning a crisis into an opportunity or demonstrating flexibility in meeting the customer's expectations.

Winners: Peter Barrs, Amit Dhiri, Phil Arnold, Rahul Kapoor, Bala Loganathan, Rob Facer, Paul Rothery – Service Operatives, London.

Citation: Teamwork – emergency work at three sites to ensure the successful introduction of the Western Extension Zone to the Central London Congestion Charging Scheme.

5. Internal Customer - provided exceptional service to other employees, using their skills and initiative to assist other colleagues as well as carrying out their usual role.

Winner: Colin Thurlbourn – Service Account Manager, Hayes, Middlesex.

Citation: Effort and dedication shown in executing new tender requirements.

6. Unsung Hero - demonstrated consistently that they live and apply the values embodied in the Think Customer ethos on which the Above and Beyond awards are based.

Winner: Chantal Homer – Commercial Administrator, Droitwich, Worcestershire.

Citation: Providing an outstanding service to both external and internal customers.

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7. Innovation Award - delivered an innovative idea, which has resulted in a quality improvement or cost saving to the business

Winner: Antonio Rhodes – Lead Product Engineer, Poole, Dorset.

Citation: Devised and implemented a creative idea to overcome problems introducing a new product.

8. Directors Award

Winners: Jim Allan, Stephen Palmer, Mark Andeh, Paul Grisedale, Pawel Klimkowski, Arthur Ward, Jeff Holloway and Phil Brown – PCB Test Continuous Improvement Process Team, Poole, Dorset.

Citation: Working together to suggest and implement ideas under Lean 3i Scheme

The winners will automatically be entered for the UK-wide Think Customer awards, to be held at the Science Museum in London on 07 February 2008.

About Siemens Traffic Controls

As part of the Siemens Industrial Solutions and Services (I&S) group, Siemens Traffic Controls designs, manufactures, installs and maintains a wide range of traffic engineering products and systems to enhance road safety and improve traffic flow in congested urban and inter-urban areas. In the United Kingdom, the company installs and maintains more traffic infrastructure than any other company and has 700 employees including 350 skilled service engineers dedicated every day of the year to maintaining over half of all traffic control equipment installed on the UK road network. The Siemens Industrial Solutions and Services Group (I&S) is an integrator of systems and solutions for industrial and infrastructure facilities, and global service provider for the plant and projects business covering planning, installation, operation and the entire life cycle.

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