

New Internet Security System Set to Revolutionise Retail Shrinkage

An innovative new internet security system developed by loss prevention specialists Charter Resources is set to revolutionise the way the \$160 billion Australian retail sector does business.

The broadband-driven concept allows retailers to use technology to protect their stock, train staff, view merchandising displays and remotely view multiple CCTV networks in real time.

According to Charter Resources Director Mike Ramsay, bundling communication service lines is a turning point for the Australian security industry.

"Through combining existing communications lines into a single converged line, operation costs are reduced and functions for businesses are greatly enhanced".

Charternet offers a range of solutions designed to support multiple converged applications such as VOIP, data, multimedia, EFTPOS and video across a private network or the internet, reducing the number of lines, simplifying technology management and providing a way to integrate all types of network traffic.

Senior management can call an online video meeting with store managers from all over Australia for the small cost of a monthly broadband account, sparing the company the usual expense of travel and accommodation required to get everyone in the same room."

Visit: www.charterresources.com.au




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* Loss Prevention	* Static Guards
* Mystery Shopper	* Store Security
* Staff Training	* Surveillance
* Retail Security	* Video Surveillance

Business Complaints Culture National Survey

Australian organisations still don't quite get it! TMI is a global network of change consultants committed to developing an awareness of the strong link between 'people satisfaction' and profit within organisations.

TMI's National Survey of Complaint Culture in Australia presents a detailed analysis of how effectively organisations in Australia respond to customer complaints.

Despite the media noise generated by organisations' advertising and PR, the survey demonstrates that customer complaints are still not being addressed effectively.

Customer dissatisfaction continues to go unreported to organisations. Only 44 per cent of customers said they complain "more than half the time" when they were unhappy with a product or service. Too much trouble, lack of time and lack of conviction that anything will be done anyway, remain the key reasons why discontent is not highlighted to the organisation concerned.

Organisations who value loyalty need take note. Whilst 67 per cent of customers who have a good experience say they are very likely or quite likely to tell other people, 79 per cent said they were very likely to tell other people when they had a bad experience.

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The willingness of organisations to change how they handle complaints has improved slightly but still has a long way to go. Organisations, however, still struggle to deliver feedback about specific complaints to the frontline employees involved. This can lead to a feeling of isolation and in turn provide a lack of motivation to take future complaints.

Training in particular remains the key challenge for organisations. Of the 10 factors surveyed, it is the only area where significantly less than half of employees felt able to respond positively. Feedback from frontline staff, call centres and team leaders continues to highlight the need for skills training in handling complaints, and in particular coaching to help staff respond to customer criticism.

This survey commenced in Australia six years ago using TMI global partners and TMI survey processes. Over this period, more than 40,000 employees of about 400 organisations have participated globally. In Australia over 13,000 employees have participated.

The full report is available from www.tmiaust.com.au