

What next on AXA BS?

Following our report on the AXA BS Quality Questionnaire, we have been seeking with the Company a way forward to turn the recommendations contained within the report into actions. These recommendations are:

- There should be an independent review of the auditing procedures, driven by the feedback of the AXA UK staff who deal with work carried out by AXA BS.
- There should be a survey of customers and analyses of business trends to establish the effects of offshoring on customer satisfaction, new business and business retention.

We are delighted to announce that we now have a proposed way forward with the company. They have committed to reviewing the audit process with Amicus in a number of departments on a sample basis. A working group will be set up to decide the most appropriate departments to look at and the most effective way to carry out the review.

Regarding the recommendation concerning the effects of offshoring on our customers, the company has agreed to collate and review their existing management information on this with Amicus, as well as any examples of customer feedback provided by employees. We can then ascertain jointly whether more work needs to be done to ensure that we understand the true picture as seen by the customer and any potential issues.



This process may take some time to conclude as the focus must be on getting it right rather than on doing it quickly. It is important that the job is done properly and that both members and the Company can be confident in the result.

Amicus are pleased that the company have reacted in such a positive manner to the findings of our report and has demonstrated a clear willingness to work in partnership with the Union to address the issues raised by employees.

Pic: AXA BS office in Pune