

For immediate release

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## **PEOPLE AND PARTNERSHIP WORKING COME OUT ON TOP IN CUSTOMER SURVEY**

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A long standing ethos of working in close partnership with clients is reaping rewards for project management specialist Lorien Engineering Solutions, according to the company's latest customer review.

The Lichfield based firm has received top ranking from clients, both for the quality of its people and for its partnership approach to handling projects.

Lorien, which each year is engaged on £80 million of production, research and facility projects, interviewed multiple personnel within more than 20 client companies for its seventeenth annual customer satisfaction survey, representing some 95% of turnover.

Director Bill Treddenick said: "Of the nine KPI's we test with clients, we are particularly pleased that 'quality of people' came out on top. The pool of talented engineers is shrinking, and recruiting the right calibre of people isn't always easy, so we are delighted that our clients really rate our people.

"We are similarly pleased that we scored highly on 'partnership working' – this has always been a crucial area for us, and it's encouraging to know that our clients continue to value our approach."

Lorien carries out detailed reviews with customers on an annual basis to enable it to learn about any service and performance shortfalls, and to plan for the year ahead.

Bill Treddenick explains: "Our annual survey is a great feedback process, and importantly, helps us to steer the business over the coming year in line with customer requirements.

“It’s also an invaluable predictive tool, alerting us to new challenges that clients may be facing during the year ahead.”

Lorien Engineering Solutions is an engineering design and project management organisation, and is part of the Lorien plc group of companies. Based in Lichfield, the company has a staff of more than 60 specialists who design and deliver manufacturing projects and performance improvement consultancy in the brewing, drinks, food and pharmaceutical industries.

Working for many of the world’s top manufacturing organisations within the UK and overseas, Lorien Engineering Solutions was recently presented with the Order of Distinction for occupational health and safety in the construction by RoSPA (Royal Society for the Prevention of Accidents) after winning 15 consecutive Gold awards.

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*Picture caption: Bill Treddenick, director at Lichfield-based Lorien Engineering Solutions.*

All media enquiries relating to Lorien Engineering Solutions please contact Liz Powell/Lizzie Wilson at Cicada Communications on 01423 567111 / 07837 718638. Alternatively, email [lizzie@cicada-comms.com](mailto:lizzie@cicada-comms.com)