

## **SWA Welcomes Royal Mail as a Customer**

Founded over 370 years ago and employing some 193,000 staff throughout the UK. The Royal Mail is one of the UK's most iconic names and SWA are delighted to announce that we have won the opportunity to work with this great British brand.



***"It was hard to win this project, we have had to prove ourselves against other more established national suppliers, which is another great success for us"***  
comments Steve Walker MD of SWA.



The pilot project is to develop the Royal Mail's collection counter service and once established we will look to develop this nationwide. The pilot, starting in May this year, is one of SWA major projects in the field of Customer Service, where our highly skilled team can make improvements to existing working practices.

The Royal Mail delivers 84 million items every working day across the UK so looking for new ways to develop and implement improvements is vital. Royal Mail is still the lowest cost provider of universal delivery service.

Becoming a supplier to Royal Mail is a major milestone for SWA and something the company is extremely proud to have achieved.

**"Customer service is vital in so many fields; customers' are continually raising their expectations and companies must never forget to invest in looking after them"** says Steve Walker.

If you are looking to develop or improve your customer service then contact **SWA** for a FREE no obligation assessment and our recommendations, [info@stevewalkerassociates.com](mailto:info@stevewalkerassociates.com) or call **0845 459 0136**