

Award sponsored by



SME of the Year Winner 2018

ITC

The Judges say...

ITC is a rounded SME that succeeds through very 'human' values. The efforts of all are reflected in the financial strength of the business and continued support from great colleagues and clients.

ITC is 25 years old and one of the South East's leading main contractors in the fit out and refurbishment sector. Areas of expertise encompass commercial offices, healthcare, education, central and local Government and leisure, as well as 'special projects' such as the building of the Komodo Dragon enclosure at London Zoo. Despite the varied nature of their work, two things remain constant; commitment to delivering the highest of quality work, and building and maintaining great relationships with clients.

Measuring performance, seeking out better ways of working and developing operating procedures to support the team have been instrumental in their success. Their Innovation & Development committee has been responsible for numerous 'best in class' ideas rolled out on projects and clear commercial gains have been achieved through their reviews



Number of staff: 64 Company turnover: £31m Type of work: Fit out and refurbishment

and recommendations. "It is clear to the directors that time and money spent cultivating, motivating and empowering our colleagues plays a huge part in the success of our business today"... Ian Conway MD

Actions

- Instil core values that have been carried from a founding team of 3 to 60+ staff.
- Invest heavily in training and development to retain a professional and highly motivated team.
- Fully inclusive approach to supply chain.
- Strength of conviction to invest significant time and funds in technology to improve delivery of projects.

Impacts

- Maintained a profitable and well managed business through 3 recessions.
- Retained and still serving their first customer Cannon (UK) after 25 years.

- Benefits of collaborative working enjoyed by the whole supply chain; good communication, flexibility and partnership working.
- Continual progression of colleagues from young trainees and operatives to senior members of the overall management team and future directors of the business.

Lessons learned

ITC measure their performance through KPIs covering the full spectrum of the business. This allows them to monitor and improve their performance and revise their processes. They know they don't always get it right first time, but they seek feedback to make sure the organisation moves forward with intrinsic values and a common purpose.

