

Customer Service

AMEC, like any other company relies on building long-term relationships with customers . It is fundamental to the financial security of the business and critical to every aspect of our performance – without customers AMEC has no business.

However, maintaining good customer relationships mean that AMEC must concentrate on things that it does well and exits things that it does not. This ensures that clients are excited by the innovative services and solutions the company offers.

During 2006, AMEC's new Chief Executive, Samir Brikho, has undertaken a thorough review of the business and identified a clear strategy for future growth. Work on restructuring the business will continue throughout 2007 in order to achieve the goal of becoming a leading supplier of high value consultancy, engineering and project management services within the global energy and industrial process industries.

From a performance point of view there were exceptional areas of outstanding customer service with more than 16 awards for outstanding performance, five of which were given to AMEC directly from its customers.

During the year AMEC also established the Project Academy with the explicit objective of ensuring quality of service for the customer by investing in improving the skills and practices of customer-facing employees.

Indicator	Actual	Achieved
Revenue (£ million)	£3,229.2	Up 14%
Pre-tax profit before exceptional items	£64.7	Down 12%
Number of business related awards	16	-