

Print Audit Wins National Customer Service Award

By Print Audit

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National Quality Institute to present Print Audit with the 2008 Canada Awards for Excellence Gold Trophy for Small Business in the Customer Service category

Calgary, Alberta - Print management solutions company Print Audit has received the 2008 Canada Awards for Excellence Gold Customer Service Trophy for Small Business. The award, presented annually by the National Quality Institute (NQI), recognizes outstanding achievements in quality, customer service, and a healthy workplace.

“The most meaningful awards we receive are the ones which recognize the values and priorities that we hold most dear,” said President and CEO of Print Audit, John MacInnes. “To be recognized for our outstanding customer service, and by such a respected institution, is not only an honor, but a testament to Print Audit’s continued hard work, dedication, and innovation in that most important aspect of our business.”

High-quality customer service has been a major focus of Print Audit, and forging and upholding close relationships with their customers has been a core component of the company since its inception. The company’s customer care department goes beyond fielding customer complaints and damage control – Print Audit contacts each customer both fifteen and forty-five days after they purchase any product or service. In addition, they also regularly survey all past customers in order to collect feedback and further improve their software and meet the needs of the people they serve. The company also guarantees that callers are greeted by a live person, rather than an automated message.

Print Audit will officially receive the award at the 2008 Canada Awards for Excellence Gala Dinner in Toronto on Monday, October 20th, at the Metro Toronto Convention Centre. This is the third time that Print Audit has been honored with such an award by NQI. In previous years, Print Audit won the 2004 Bronze Customer Service Trophy for Small Business and the 2005 Gold Customer Service Trophy for Small Business.

The National Quality Institute is a not-for-profit independent organization whose goal is to help Canadian organizations implement programs of excellence. More specifically, NQI works with organizations to help them manage self-assessment activities, review business processes, and develop improvement programs. The Canada Awards for Excellence is an annual awards program for business excellence established by NQI in 1984.

For more information on the 2008 Canada Awards for Excellence Gala Dinner, please visit:
www.nqi.ca/caesummit

For more information about Print Audit, please contact:

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About Print Audit:

Established in 1999 and headquartered in Calgary, Alberta, Print Audit is the fastest growing print management company in the world. By providing businesses innovative and practical print management software solutions, the company has helped customers recapture over \$79 million in printing and photocopying expenses while saving an estimated 90,000 trees a year. Print Audit has offices located in the United Kingdom, South Africa, Australia, Brazil, Canada and the United States.

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