



Media Release

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Bill Lang International assists National Australia Group, Europe to win Best Contact Centre of the World 2006 award.

National Australia Group's call centre in Glasgow, Scotland has been named world-wide "Best Contact Centre of the Year" in the prestigious Contact Centre World Awards held in Las Vegas last night. This follows their recent award of Best Contact Centre in Europe, Africa and the Middle East.

Global company, Bill Lang International, is proud to be involved with the Bank's excellent win.

Bill Lang, founder and CEO of Bill Lang International pays tribute to their success, saying: "Congratulations to Glenn King, Kevin Page and the team at the NAGE Contact Centre on such a worthy win. We were engaged by the NAGE Contact Centre two years ago to provide a performance development system that met their aim of becoming a world class contact centre. This great result recognises their investment in our Scores on the Board system to deliver outstanding results in staff engagement and customer experience."

Scores on the Board, created by Bill Lang International is a turn-key system which focuses on the four main drivers of performance found in all businesses: staff engagement, customer experience, financial and operational effectiveness. By linking these four drivers at team level, Scores on the Board assists clients to harness the power of their teams to deliver measurable results.

Kevin Page, Clydesdale Bank's Head of Contact Centres, says, "We've made a substantial investment in recent years to ensure that customers get the best possible service when they contact us - the Scores on the Board system has helped us do this." Over 400 staff at the call centre deal with enquiries from customers across the UK, including Clydesdale Bank and Yorkshire Bank.

The Contact Centre World Awards are organised by ContactCenterWorld.com, a leading global support organisation for the call centre industry.

Bill Lang International is a global provider of performance development solutions. Founded in Melbourne, Australia in 2002 by CEO, Bill Lang, the company provides skill development, systems and support to global clients.

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