

Credit Policy

Sluit uw credit policy aan op uw business én maak deze compliant



Flanders Expo Gent | Zaal 1

Expertsessie 15:30 - 16:15

Drs. Jean Gieskens AC CCM QT



Credit Policy

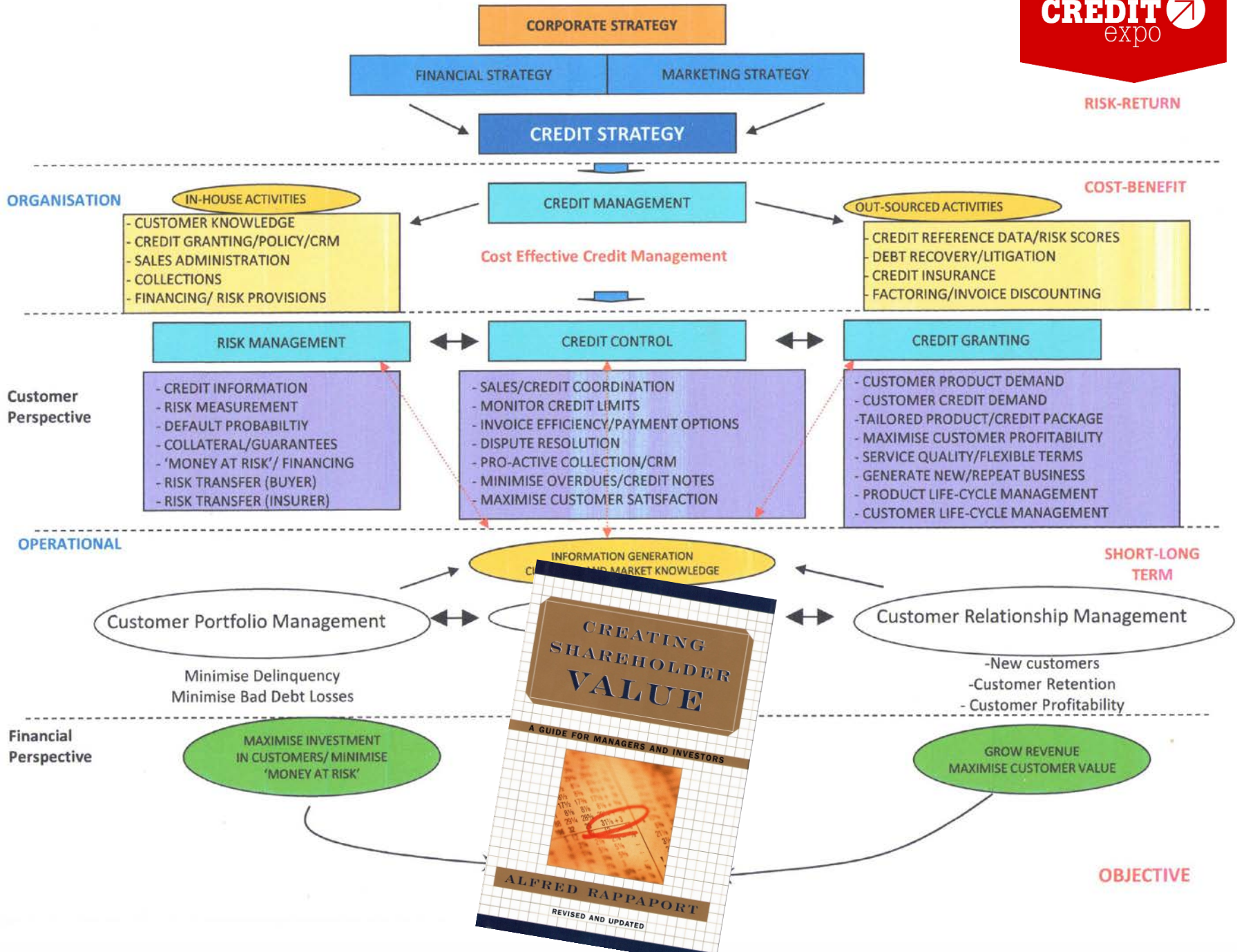


Clear, written guidelines that set:

- (1) the **terms** and conditions for supplying goods on **credit**,*
- (2) customer **qualification** criteria,*
- (3) procedure for making **collections**,*
- (4) steps to be taken in case of customer **delinquency**,*

... also called "Collection Policy".

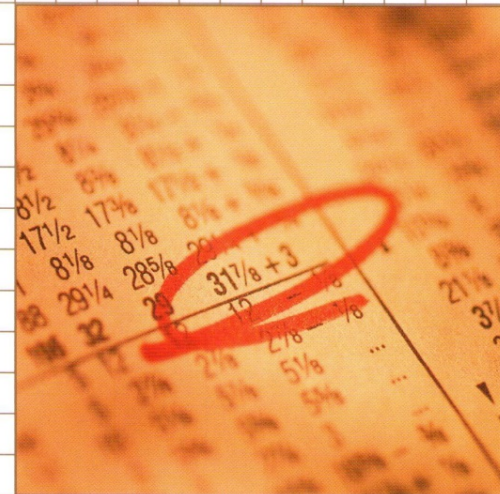






CREATING SHAREHOLDER VALUE

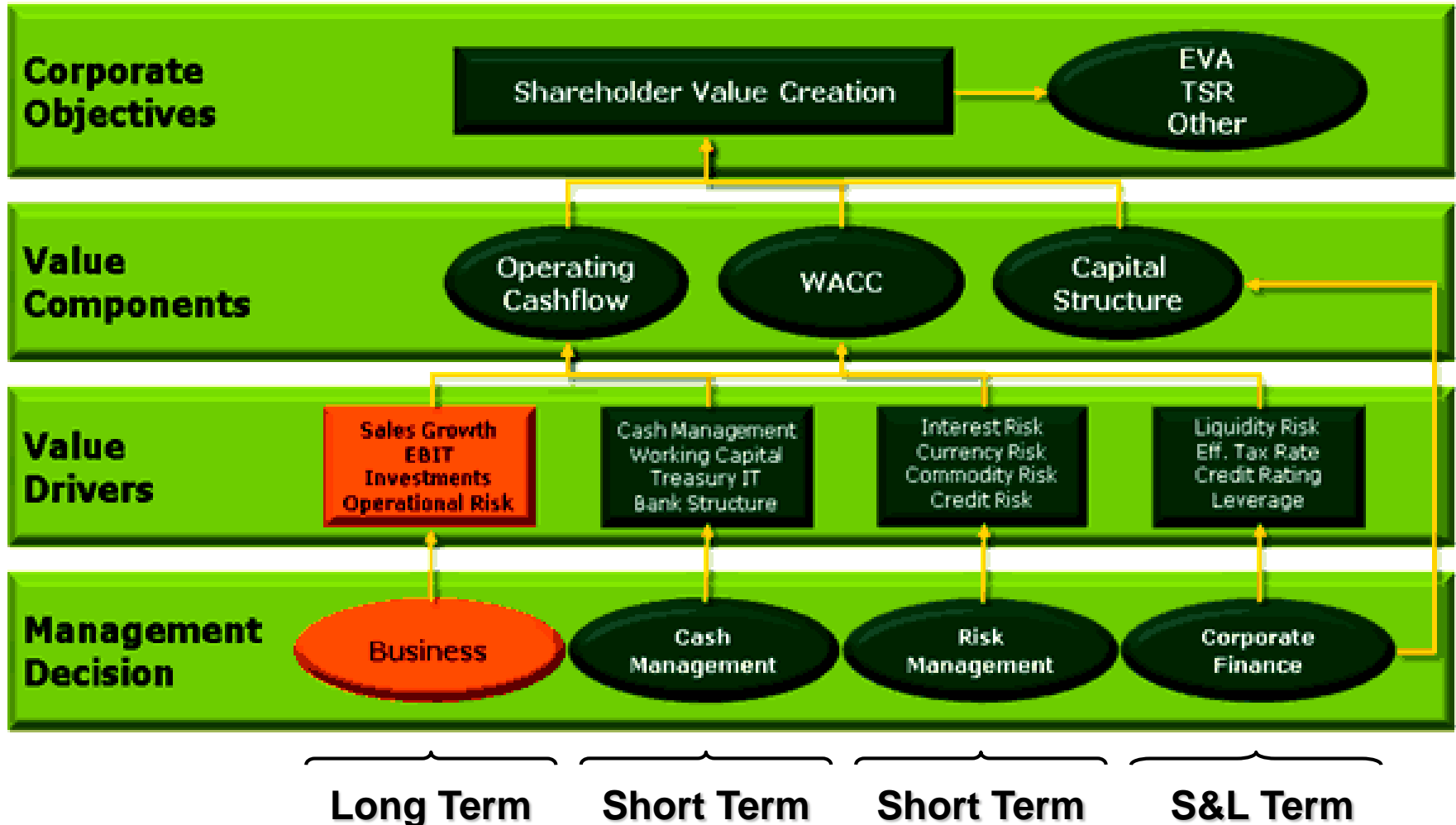
A GUIDE FOR MANAGERS AND INVESTORS



ALFRED RAPPAPORT

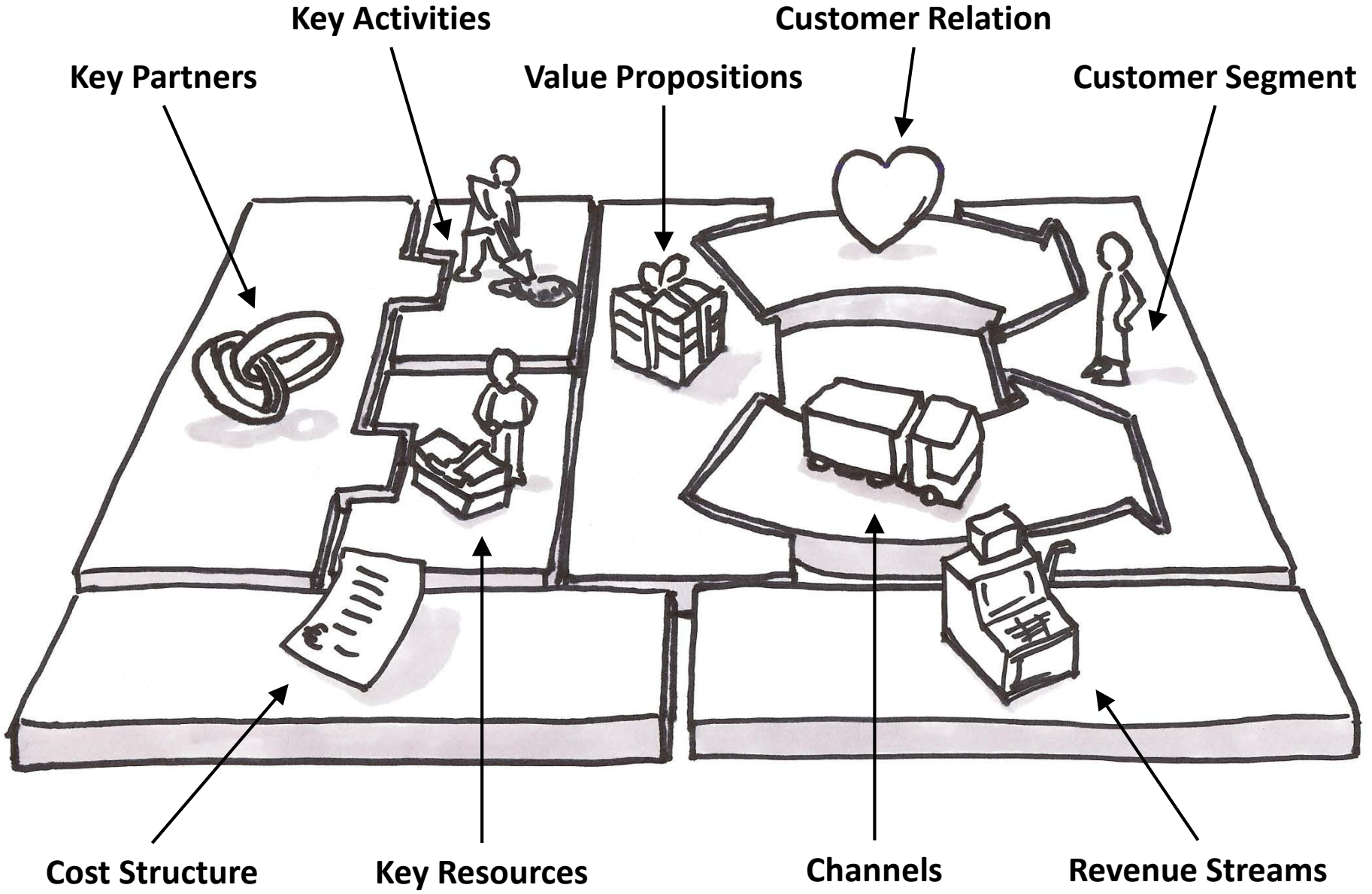
REVISED AND UPDATED

The Value Network



“What business are we in?” ***“Credit, Cash & Treasury Management”***

What business are we really in?



CRM ... en/of CRM ?



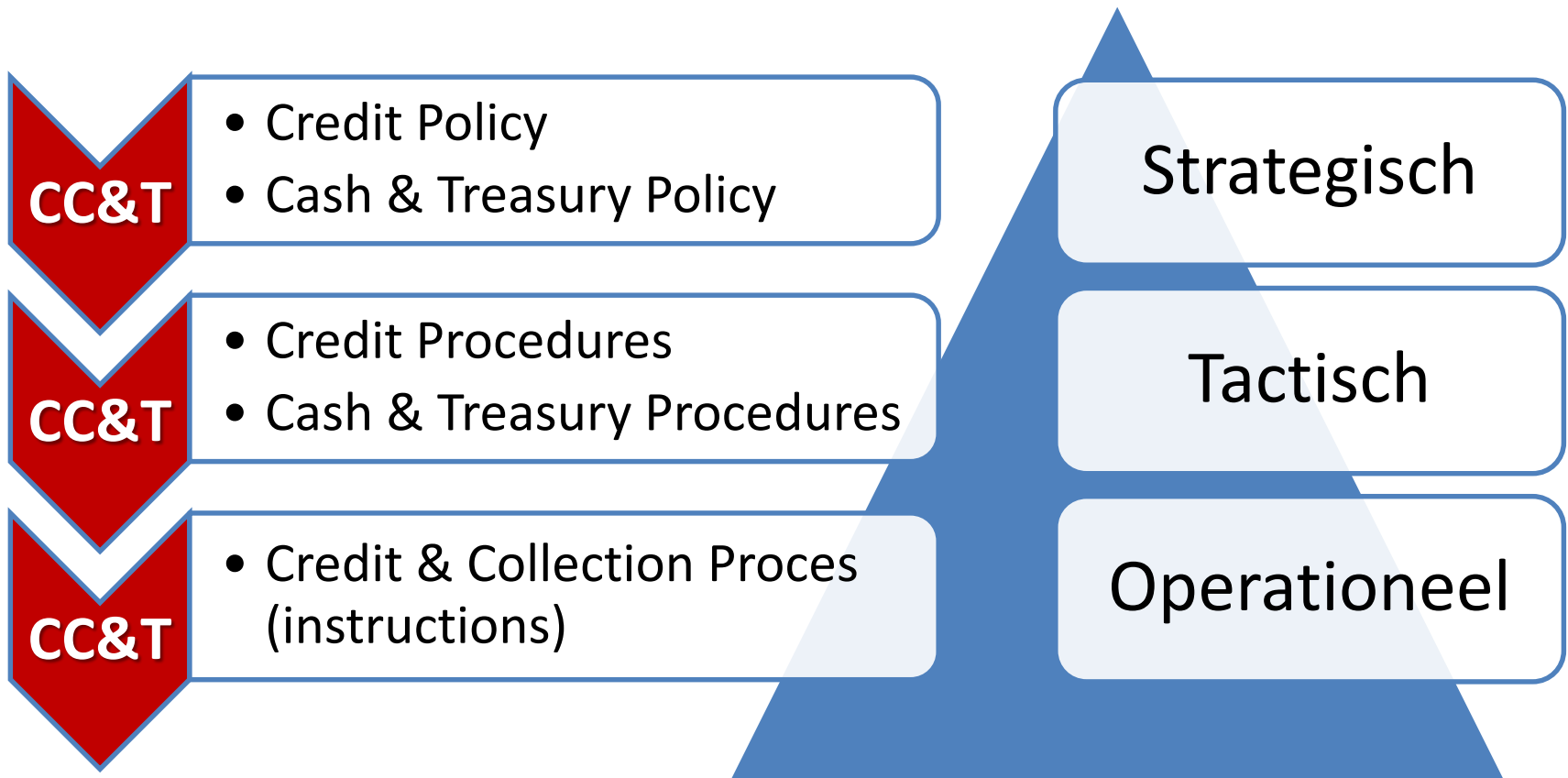
Customer Relation Management

Credit Risk Management

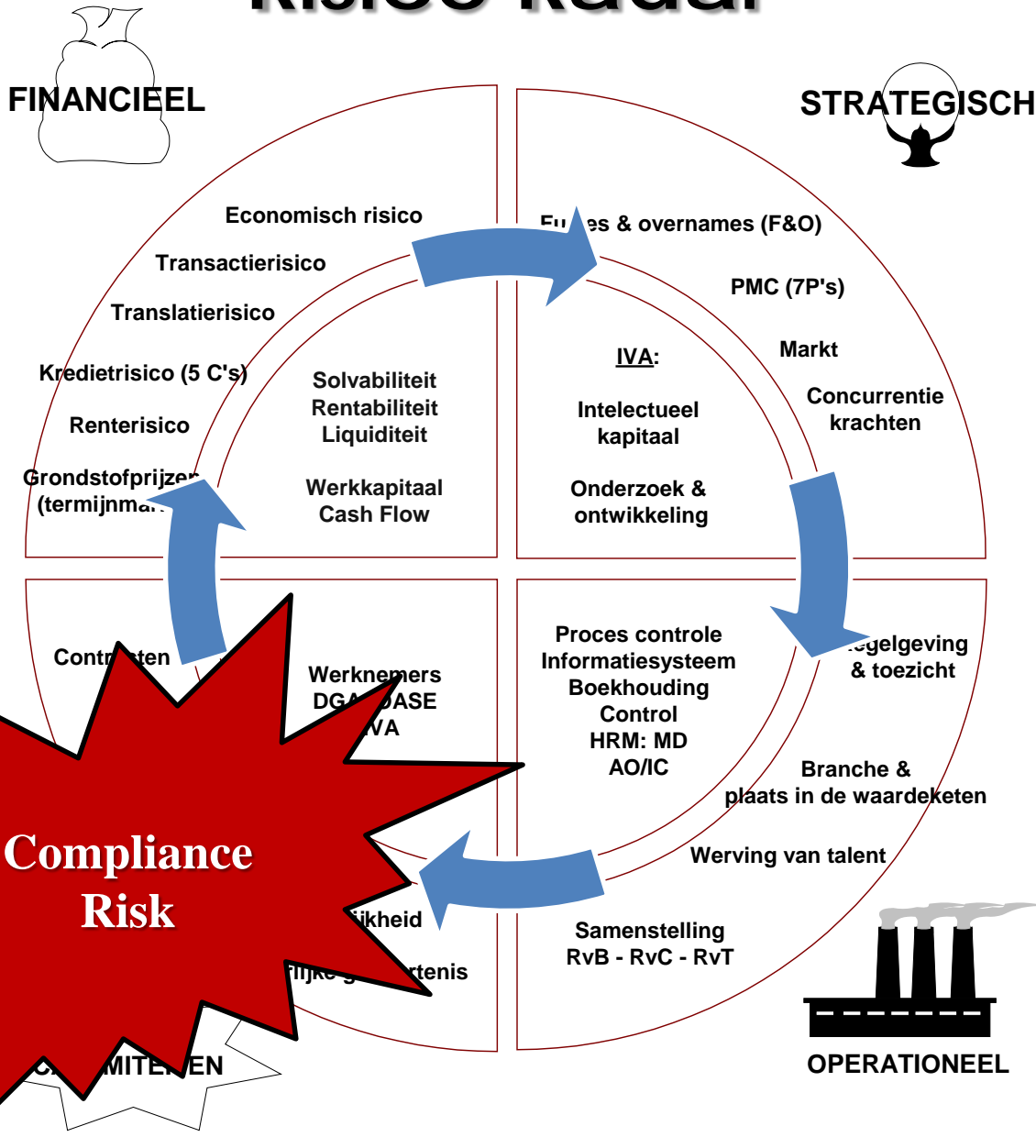
Credit Policy: 10 C's

5 C's of good Credit	5 C's of bad Credit
<ul style="list-style-type: none">+ capital+ collateral+ capacity+ conditions+ character <p><i>Kwantitatief</i></p>	<ul style="list-style-type: none">- contingency- competition- communication- carelessness- complacency <p><i>Kwalitatief</i></p>

Credit Policy & Treasury

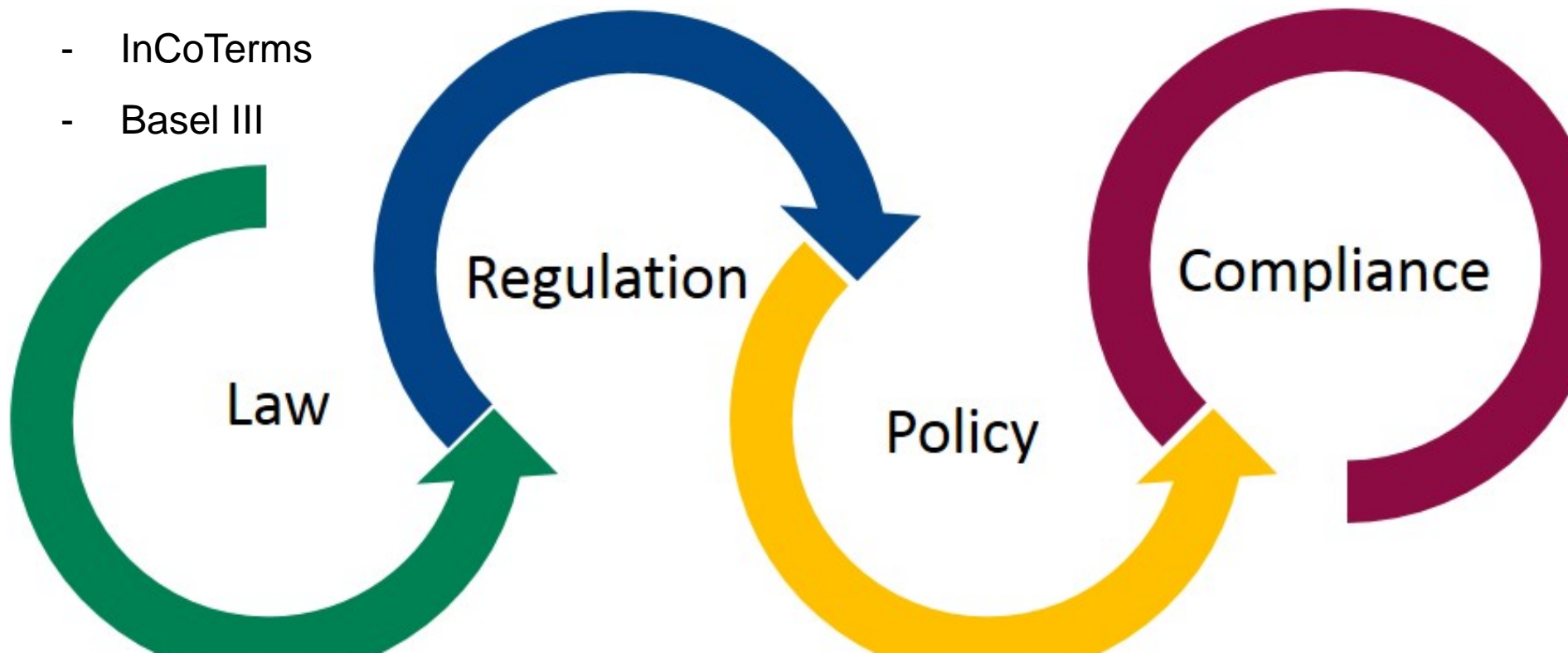


Risico Radar

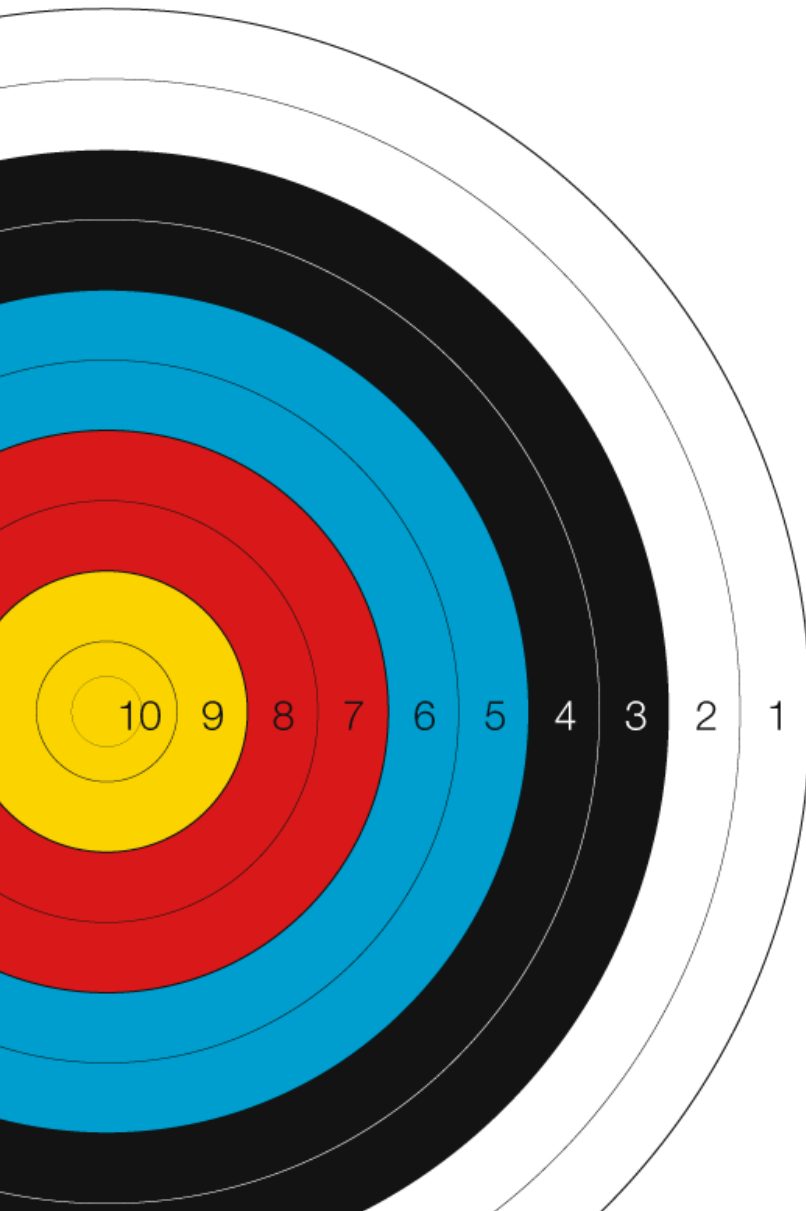


Credit Policy: Compliance

- LPD: Late Payments Directive
- EAPO: European Account Preservation Order
- PSD2: Payment Service Directive
- ERM (COSO II)
- Local GAAP's
- InCoTerms
- Basel III



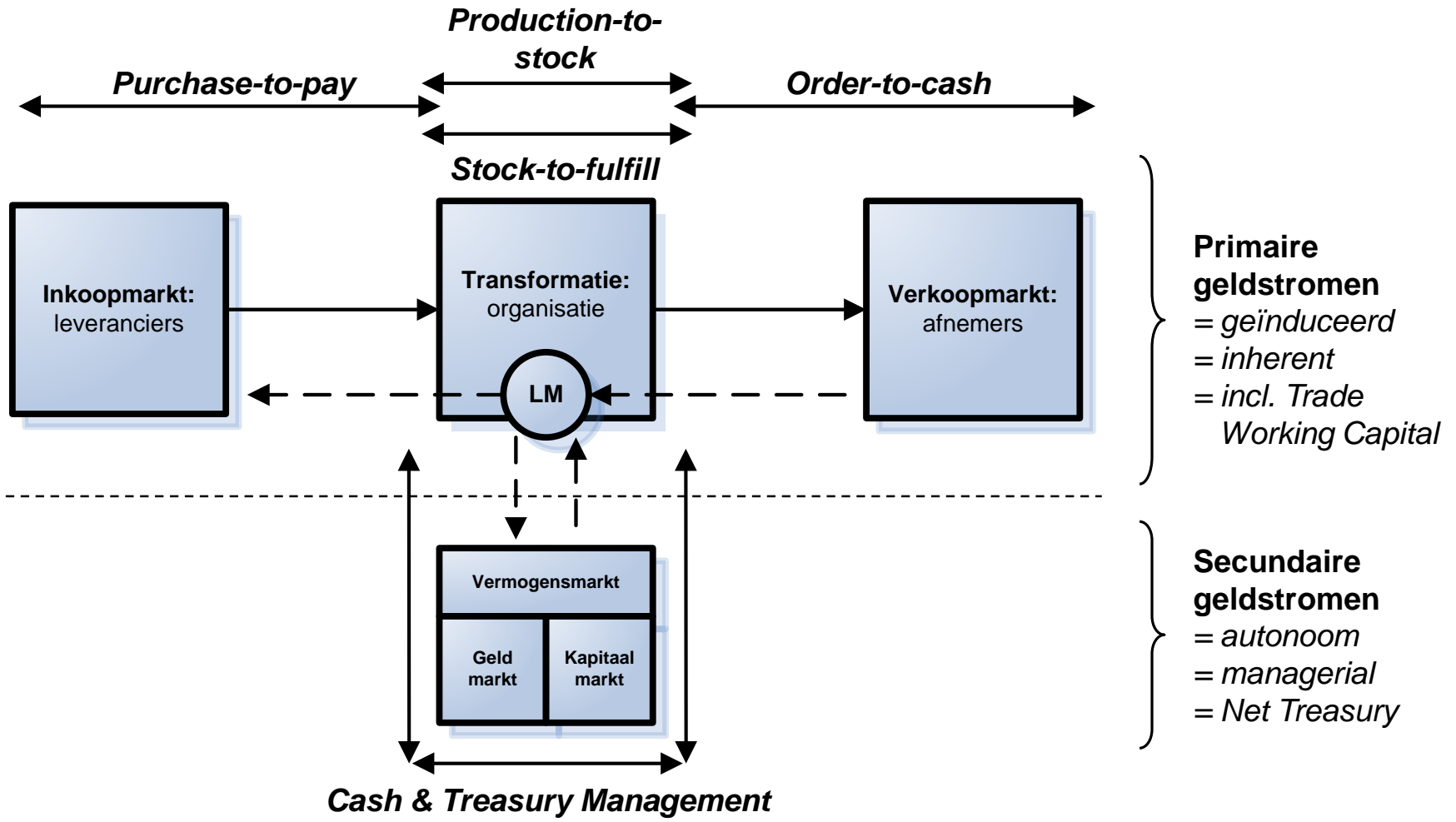
Credit Policy: CM Performance



KPI's & Targets:

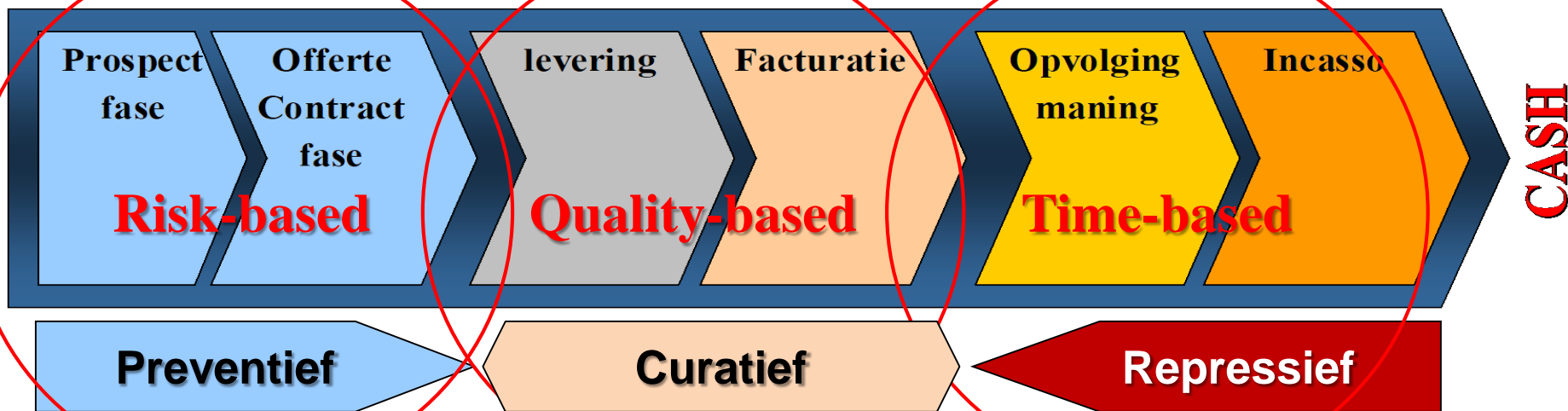
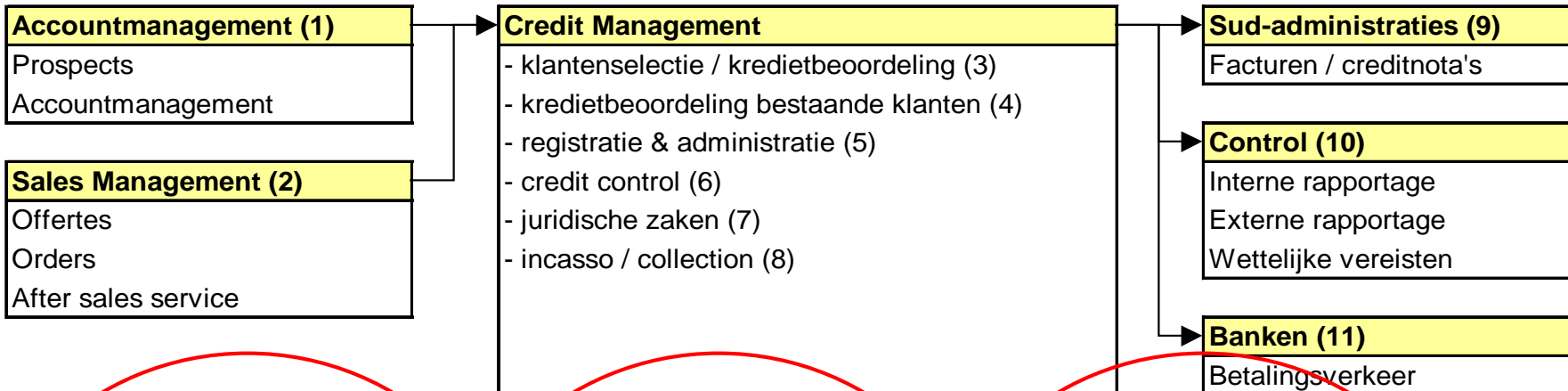
- DSO / DAR
- Overdue %
- Write-off %
- Aging list
- Grace
- Operating Cashflow
- Watchlist / Black List
- LPD: Late Payment Days
- BOTIF: Bills-on-time-in-full
- # Betwiste nota's & Credit nota's
- CEI: Collection Effectiveness Index

Cash Conversion Cycle (CCC)

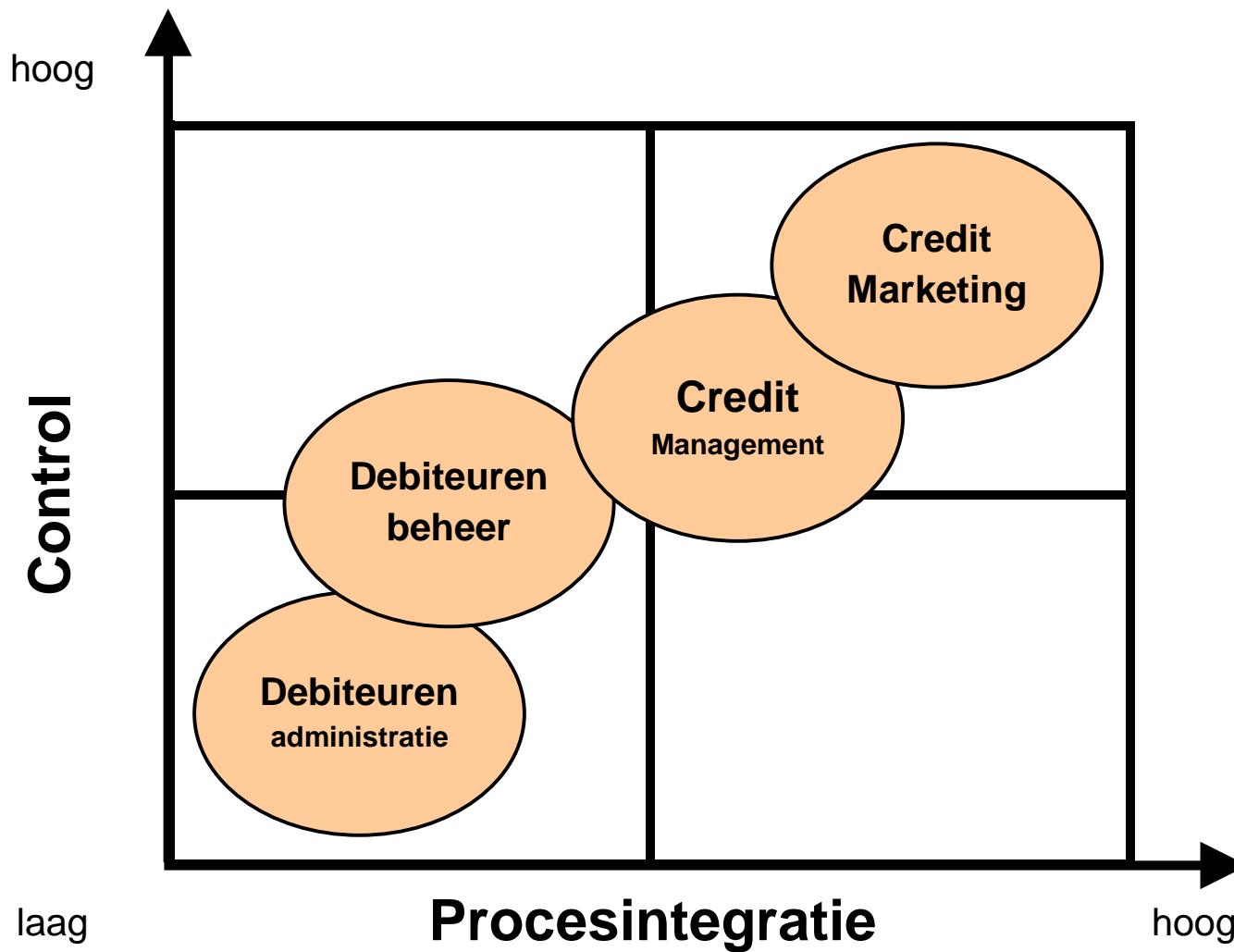


Processen: p-o-t-p-c

CREDIT MANAGEMENT: PROCESSEN



Functie en CTFS CM



How can you ...

Challenge
Choose
Describe
Design
Discuss
Improve
Innovate
Invent
Pivot



your

Credit Policy ...

Nadere informatie ...



www.nlacademy.nl



“ Well done - this is a credit to mumbo jumbo! ”