

North Island Federal Credit Union Recognizes Deluxe for Quality Service

It's no secret that the strength of your relationship with members rests largely on the strength of your relationship with suppliers. North Island Federal Credit Union in San Diego, Calif., has taken their supplier relationships to the next level with its Partners in Quality program.

The purpose of the program is to improve supplier relationships and recognize suppliers for their hard work and dedication. North Island recently recognized Deluxe for providing ongoing quality service. To receive this recognition, suppliers must fulfill mutually-agreed upon goals associated with eight service criteria — the same criteria North Island uses to evaluate the quality of its own member service.

The criteria include timeliness, accuracy, friendliness, clarity, competency, features, accessibility and appearance — each assigned varying definitions, values, standards and tracking mechanisms depending on the supplier. Deluxe received one of the highest supplier scores, excelling in accuracy, timeliness and accessibility.

“Deluxe shares our obsession with quality service and was proactive in creating the systems to monitor performance,” said Geri Dillingham, executive vice president of market and retail service for North Island.

North Island evaluates the suppliers' performance over a 12-month period. At the end of the period, suppliers who fulfill their goals earn the Quality Supplier Award and are honored with a special luncheon and crystal award.

Deluxe has earned the award each of the three rating periods in the program's existence. “Deluxe stood out as a leading quality supplier prior to even implementing this program,” said Dillingham. “In fact, we borrowed some of Deluxe's reporting features as a basis for what we now require from other suppliers.”

If you would like more information on North Island's Partners in Quality program, contact Geri Dillingham at North Island Federal Credit Union at 619/656-4004. If you would like more information on Deluxe, contact your Deluxe account manager or call 1-888-633-5389.