

Service Operations Assessment

Identify actions to improve service performance and customer experience

A virtual programme for teams looking to deliver service excellence by understanding how well the service processes are meeting customer expectations and what needs to be improved



Why

Company leaders need to better understand how service operations are performing and how service is perceived by customers. A customer survey is usually a very time consuming and costly exercise. A more cost-effective option is the Service Operation Assessment (SOA), which has been designed to involve people from all parts of the company who have customer interactions. This provides valuable feedback and insight into the customer perception of service operations. The results of the SOA allow management to understand which parts of service operations are performing well, where improvement is needed and where the main challenges are. An action plan is recommended, and advice provided on the best way to execute the improvement plan.



Who should be involved

Management, Service operations, Sales, Marketing, Engineering, Commercial

Up to 40 people can be involved in the assessment

How the programme works

A series of virtual meetings or workshops and a web-based assessment:

1. **Planning Workshop:** with a small group of key stakeholders in the programme to clarify objectives, participants and timeframe
2. **Assessment Phase:** A questionnaire is sent to chosen participants in the local language
3. **Evaluation Phase**
 - Evaluation of feedback and clarification discussions where necessary
 - Development of report and recommendations
4. **Review Workshop**
 - Review report and recommendations with stakeholders
 - Agree action plan



Options

1. Interviews for providing additional richness to the assessment
2. Customer perspective



Language

English / German although assessments are available in a wide range of languages

Programme Deliverables

1. Identified Service Operations Strengths and Weaknesses
2. Agree with key Stakeholders:
 - Objectives to achieve the service excellence goal
 - Specific action plan
3. Document the process and findings which can be used as part of a Change Management process



Contact us

Interested, contact us at info@Si2partners.com for a review of your needs and a quotation

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