

# Service Standards Evaluation

## Objective

What do clients think about your service?

Beyond Courtesy issues what is the employees' knowledge of your Service Standards and what is their ability to meet customers' needs?

By Evaluating Your Service Standards you:

- Focus on your degree of customer satisfaction levels
- Understand your current service standard level
- Establish service standard benchmarks for the organization
- Develop skills to improve performance
- Evaluate insights into the level of employee attitude
- Evaluate human and business performance process

## Process

### Data Gathering & Analysis

By applying measures to gauge the pre-agreed areas of evaluation we determine:

- "where you are today,"
- "why you need to change,"
- "where you need to be to be successful,"
- "a transformation plan to reach desired results"

## Solutions

Implementation of solutions for attaining improvement

## Evaluation

A post implementation evaluation of the impact of human performance on business performance

