



## **Customer Services Group**

### **A few of the services that we offer...**

#### **Charter Mark and the new Customer Service Excellence Standard.**

- Advice and Guidance to Local Authorities, HMRC, Valuation Office, Health Authorities Police and Housing Associations preparing for Charter Mark / Customer Service Excellence
- Cabinet Office accredited pre and full Assessments for Customer Service Excellence

#### **Customer Insight and Segmentation**

- Advice and guidance on use of Experian Mosaic Data
- Customer Journey Mapping
- NI14 Avoidable Contact
- Customer Consultation and focus groups

#### **Contact Centre and Face to Face Customer Facilities**

- Analysis and Review of customer services operations
- Design, implementation and fit out of contact centre, one stop shop, reception facilities and general office areas.
- Office space planning, office design, workplace refurbishment, reorganisations and associated office moves.
- Asset Management advice and guidance.

#### **Organisational Development**

- Delivery and monitoring major Transformational and Culture Change programmes based around a model of organisational, team and personal leadership
- Establishing Performance Review processes to meet changing requirements of a successful organisation