

## **SERVICE SYSTEMS**

- Measurements for Customer Service & Business Improvement - Training & consulting in how to establish a management measurement system that will monitor and track improvements to your key customer service and business measures
- Competitive Analysis - Benchmarking studies to identify the business system and product advantages/disadvantages of your major competitors
- Customer Complaint Management Systems - Development of systems to monitor and identify improvements to eliminate customer complaints
- Customer Surveys & Focus Groups - Development, Administration & Analysis of customer surveys and focus group sessions that get to the heart of the system changes that need to be implemented to generate customer delight