

Building A High Performance Service Organisation (BHPSO)

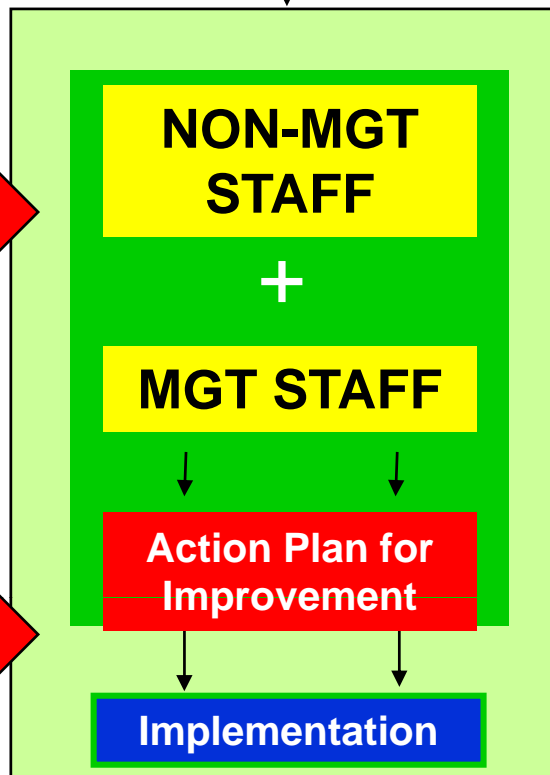
Phase 1a External Customer Research Services

- Mystery Shopping programme (MS)
- External Customer Satisfaction Survey (ECSS)
 - Face-to-Face interview
 - IVR
 - ICR
 - Vocazilla

Phase 1b Internal Customer Research Services

- Employee Engagement Survey (EES)

Phase 2 Training and Development/Consultancy



Phase 3a Monitor

- Mystery Shopping programme (MS) - Monthly
- External Customer Satisfaction Survey (ECSS) – Half Yearly
- Employee Engagement Survey (EES) - Yearly

Phase 3b Reward & Recognise

- Celebration
- Team and Individual recognitions
- Team and Individual rewards

Phase 4 Reinforce

- Certified Customer Service Trainer (CCST)
- Certified Customer Service Manager (CCSM)

- Professional Diploma in Customer Service Mgt (in collaboration with Open University Malaysia)

1st month

2nd month onwards

Monthly

Half yearly

Foundation # 2 – Emotional Intelligence (EQ) – Managers/Frontline

2 Days / 2 Days

Foundation # 1 – Character Development (24 Character Qualities)

2 Years

