

## At a Glance

- **Industry:** All Sectors
- **Application:** Customer Service
- **Timeline:** Two Days
- **Results:** A high-level report comparing company with industry, identifying positives, improvement areas and potential savings.
- **Price:** £1,200 plus VAT, excluding expenses



## Customer Service Health Check



## Health Check Overview

Customer service is a crucial part of any company's business, and a robust strategy is needed to cope with the demands made upon today's customer service units.

This health check will identify the three parts of any transaction, offer practical advice and review and support the company's code of practice and customer service policy.

It takes five times as much time, energy and money to attract a new customer, and it has been proven that good customer service will secure a customer's loyalty.

OPS Logistics Consultancy Ltd (OPS) will provide an experienced consultant to review your company's customer service operation. They will compare your company's current modus operandi against your business requirement, industry standards and provide suggestions for alternative methodologies.

At the end of the Health Check, a high-level report will be produced covering:

- Executive Summary
- List of source information
- List of assumptions and risks
- Overview of current customer service methodologies
- Comparison against industrial standards
- Best-in-Class customer service practices
- Areas for improvement
- Alternative methodologies

## Health Check Benefits

The Company's management will have a single view of their customer service operation and cost. The information provided will enable management to make intelligent and informed decisions on the way forward.

## Prerequisites of Health Check

In order to provide a meaningful report within such a confined period of time (Two days), there are a number of things the customer will need to provide before the start of the engagement:

- Current code of practice
- Enquiry data
- Customer turn rate
- Transactional platform(s)
- Message to key stakeholders concerning review to enable buy-in
- List of key stakeholders and contact details

## Price

A fixed cost of £1,200, excluding VAT and expenses. This provides for no hidden surprises.

## Further Information

Please contact us:

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