



CS Focus groups

Plan focus groups to get input from your customers to test and adapt your CS Strategy



CS Vision & CS Mission

Define a clear CS Vision & CS Mission



CS Targets

Define targets for SSI, CSI and ESI scores



CS SWOT

Conduct SWOT Analysis with your team



CS Strategy Map

Define a CS Strategy map with your team



CS Trainings & CS & ESI Follow up meetings

Set up training plans for your team. Schedule follow-up meetings for your CS strategy map. Implement a CS Honors/ Employee of the Year, and a CS Target Achievement celebration



CS Survey

Monitor & Learn by setting up a CS survey to measure the performance of the team.



CS Launch Meeting

Kick off, activate and implement your CS Strategy

Customer First Wheel

