

SFJPSG6.1.6

Evaluate the quality of customer service



Overview

This unit covers planning how you will measure standards of customer service, collecting and analysing the information you need to evaluate the quality of customer service, developing conclusions and recommendations and then reporting your findings to relevant people.

It reflects best practice within aspects of the PSG for operational delivery, and in particular to aspects of 'Customer Service'.

SFJPSG6.1.6

Evaluate the quality of customer service

Performance criteria

Plan how to measure customer service

You must be able to:

- P1 identify the aspects of customer service delivery that affect customer satisfaction
- P2 plan how you will monitor the aspects of customer service delivery that affect customer satisfaction
- P3 plan how you will analyse the information you have collected

Collect and analyse information on customer service

You must be able to:

- P4 implement your plans for your monitoring customer service processes and outcomes
- P5 analyse the monitoring information you have collected
- P6 compare the conclusions of your analysis with the criteria you identified
- P7 adapt your plans if the agreed methods of collecting analysing information are not proving effective
- P8 communicate the results of your measurement of customer service to colleagues
- P9 agree actions to improve customer service that result from your measurement and analysis

SFJPSG6.1.6

Evaluate the quality of customer service

Knowledge and understanding

You need to know and understand:

- K1 the importance of measuring the quality of customer service
- K2 how to identify which aspects of the customer service process affect customer satisfaction
- K3 how to select the criteria you will use for measurement of customer service
- K4 how to construct representative samples
- K5 the types of information collection methods you could use
- K6 methods of analysing information on the quality of customer service
- K7 how to identify recommendations that flow from your measurement of customer service
- K8 the procedures for making recommendations within your organisation

SFJPSG6.1.6

Evaluate the quality of customer service

Developed by	Skills for Justice
---------------------	--------------------

Version number	1
-----------------------	---

Date approved	July 2009
----------------------	-----------

Indicative review date	July 2011
-------------------------------	-----------

Validity	Current
-----------------	---------

Status	Imported
---------------	----------

Originating organisation	Institute of Customer Service
---------------------------------	-------------------------------

Original URN	ICS 29
---------------------	--------

Relevant occupations	Public Services; Public Service Professionals; Government and Related Organisations
-----------------------------	---

Suite	Professional Skills for Government (PSG)
--------------	--

Key words	Customer Service, Operational Delivery, Improvements, Quality, PSG
------------------	--