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**Overview**

This unit is for you if you are responsible for reviewing and evaluating the quality of the service provided to clients. Organisations need to know how they are delivering services to clients. Without this information, they will have no way of knowing if their clients are satisfied and are likely to return to the organisation should other problems arise. Nor will they know how they can improve client service to meet and exceed client expectations.

**There are two elements**

1. Plan how to measure customer/client service
2. Collect and analyse information on the service provided to customers/clients

## SFJZB4

### Evaluate the quality of customer service

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#### Performance criteria

#### Plan how to measure customer/client service

*You must be able to:*

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

#### Collect and analyse information on the service provided to customers/clients

*You must be able to:*

- P4 how to identify which aspects of the client service process affect client satisfaction
- 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 and analysing information are not proving effective
- P8 communicate the results of your measurement of client services to colleagues
- P9 agree actions to improve client service that result from your measurements and analysis

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#### Knowledge and understanding

*You need to know and understand:*

#### Plan how to measure customer/client service

- K1 the importance of measuring the quality of the service provided to clients
- K2 how to identify which aspects of the client service process affect client satisfaction

#### Collect and analyse information on the service provided to customers/clients

*You need to know and understand:*

- K3 how to select the criteria you will use for measurement of client 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 client service
- K7 how to identify recommendations that flow from your measurement of client service
- K8 the procedures for making recommendations within your organisation

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#### Additional Information

##### Skills

The skills you will need to enable you to deliver the service effectively are:

**Plan how to measure customer/client service**

planning  
analysing

**Collect and analyse information on the service provided to customers/clients**

researching information  
analysing  
presenting information  
recording and storing information

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<b>Relevant occupations</b>	Public Services; Public Service and Other Associate Professionals;
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<b>Suite</b>	Legal Advice
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<b>Key words</b>	Service to clients, evaluation, analyse information
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