

TOPIC A: CUSTOMER SERVICE QUALITY MEASUREMENTS

AREA	MEASUREMENT
Customer Service Center	<ul style="list-style-type: none"> • Number of rings before a call is answered. • Percent of time all trunks are busy. • Percent of calls abandoned (caller hangs up before call is answered). • Call monitoring for proper greeting, proper procedure (one stop service, correct information given to customer, etc.). • Test calls to ensure proper information is being given out for specific scenarios. • Percent of time phone representatives are off-line. • Number of times a phone representative is late to work. • Employee productivity measurements.
Back Office	<ul style="list-style-type: none"> • Problem resolution time frame. • Correspondence sent out on time (i.e. customer statements, etc.). • Accuracy, clarity of customer correspondences. • Quality control checks on correspondences (correct correspondences sent to proper customers). • Accuracy of accounting records. • Delivery deadlines met. • Employee productivity measurements.
Retail Outlet or Service Center	<ul style="list-style-type: none"> • Average line waits by type of function. • “Shops”, also referred to as <u>audits</u>, to determine if the employees are either selling correctly and professionally or are providing customers with the proper information or problem resolution. • Employee productivity and sales measurements.
Manufacturing	<ul style="list-style-type: none"> • Proper safety procedures followed. • Product inspection (sample finished product to accept/reject batches of work). • Machine inspection (to ensure working correctly and to ensure proper maintenance was completed). • Quality review of packaging and customer orders. • Measure production output and time frames. • Employee productivity measurements.