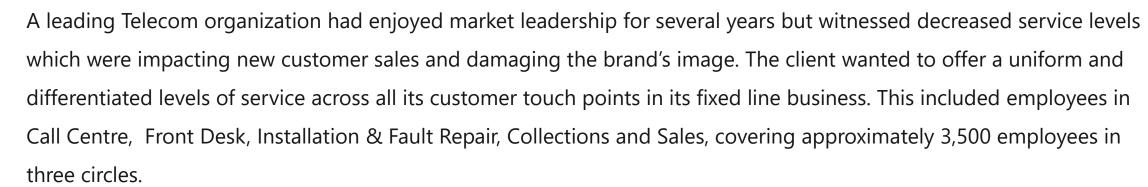
Leading Telecom Organization

Create Uniform And Differentiated Levels Of Service





APPROACH

- We partnered with the client on the initiative "Creating Magic, Creating Delight"
- Identifying service quality parameters for all roles and 360 degree assessment to get a better understanding of the working of the expectations of the company
- 40 Service quality champions were identified for the initiative and they were trained on their role through a 3 day special workshop
- **3500** employees were trained through the initiative

OUTCOMES

- Achievement of uniform levels of service getting delivered in three circles for the client
- Creation of high energy and enthusiasm around the Reward & Recognition scheme 'Pebbles' led to effective integration of the desired customer centric behaviors
- Institutionalization of behaviors across the Company and becoming a part of the company's language



