

Customer Service Plan

The objective for Customer Services over the coming three years is to maintain the high level of service delivered to the current & evolving UCD user community, as well as developing a Customer Relationship Management model which is

- Consistent
- Of a high quality
- Continuously improving

Currently customer services focuses on the delivery and support of a specific product or service, while moving to a relationship management model will seek to understand how customers actually use those products and services. Relationship management will inform customer service strategies. It can also improve how customers experience IT through:

- Increased customer advocacy
- Communication
- Measurement of customer satisfaction

A well executed relationship management strategy ensures that the entire IT organisation is properly aligned around customer requirements and business processes. Relationship management & Customer Services strategy will encompass the following programme of work

- (1) Development & implementation of a Customer Relationship Management Model
- (2) Review of all existing support services
- (3) Measurement of services - performance monitoring and customer satisfaction
- (4) Support of new services and customer awareness programmes

1. Development & Implementation of a Customer Relationship Management Model

The aim is to develop a relationship model whereby we engage our customers beyond the "break and fix" type service to understanding how customers become aware of our services, how they interact with them and cultivate their feedback so their comments are fed directly into service development projects which aim to improve the customer experience. Projects

1.1 Review Customer Liaison structure

1.2 Introduce "Relationship Managers" at school level

1.3 "One to One Visits" (Project Phase 1 - Heads of School/ Institutes/ Units)

1.4 "One to One Visits" (Project Phase 2 - All Staff)

Sample Customer Service Business Plan

AW Chickering



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Writing Winning Business Plans Garrett Sutton, 2013-02-28 To win in business requires a winning business plan To write a winning business plan requires reading Garrett Sutton's dynamic book on the topic Writing Winning Business Plans provides the insights and the direction on how to do it well and do it right Rich Dad Poor Dad author Robert Kiyosaki says The first step in business is a great business plan It must be a page turner that hooks and holds a potential investor Garrett Sutton's Writing Winning Business Plans is THE book for key strategies on preparing winning plans for both business and real estate ventures Crisply written and featuring real life illustrative stories Writing Winning Business Plans discusses all the key elements for a successful plan Topics include focusing your business vision understanding your financials and analyzing your competition Also covered are how to really use your business plan as a tool and how to attract funding for your new or existing businesses As business plan competitions become more popular around the world Writing Winning Business Plans also discusses how to enter and how to win these ever more lucrative contests In addition how to quickly interest a potential investor also known as the elevator pitch is explained And as opportunities arise around the world how to present your plan in various countries is explored Writing Winning Business Plans is the complete compendium for this essential business rite of passage preparing a winning plan *The FT Essential Guide to Writing a Business Plan* Vaughan Evans, 2022-08-02 Whether you seek financial backing or board consent The Financial Times Essential Guide to Writing a Business Plan will give you the critical knowledge you need to get the go ahead By focusing clearly on your objective it will help you to gather the necessary evidence and address all your backers concerns This brand new edition draws out the specific challenges faced by start ups particularly on pinning down your perceived market niche and determining your competitive advantage There are new chapters on pitching the plan and performing against the plan using key performance indicators and milestones Finally new appendices outline alternative sources of funding and display an example business plan from start to finish Written by a seasoned practitioner with years of experience in both writing and evaluating business plans for funding it will help you formulate a coherent consistent and convincing plan with your backers needs in mind Follow its guidance and your plan will have every chance of winning the backing you need for your business to succeed Writing a Business Plan Vaughan Evans, 2013-07-25 Whether you seek financial backing or board consent this book will give you the critical knowledge you need to get the go ahead Written by a seasoned practitioner with years of experience in both writing and evaluating business plans for funding it will help you formulate a coherent consistent and convincing business plan with your backer's needs in mind Follow its guidance and your plan will have every chance of winning the backing you need for your business to succeed FT ESSENTIAL GUIDES THE KNOW HOW YOU NEED TO GET THE RESULTS YOU WANT

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Forecasts with Integrated Business Planning Ganesh Sankaran,Federico Sasso,Robert Kepczynski,Alessandro Chiaraviglio,2019-03-05 This book provides both a broad overview of the forecasting process covering technological and human aspects alike and deep insights into algorithms and platform functionalities in the IBP toolbox required to maximize forecast accuracy Rich in technical and business explanations it addresses short medium and long term forecasting processes using functionalities available in demand planning and demand sensing There are also several theoretical concepts underpinning the algorithms discussed these are explained with numerical examples to help demystify the IBP forecasting toolbox Beyond standard procedures the book also discusses custom approaches e g new segmentation criteria new outlier detection and correction methods and new methods e g the use of Markov chains for forecasting sporadic demands etc It

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better results **Business Plans For Canadians for Dummies** Paul Tiffany, Steven D. Peterson, Nada Wagner, 2012-09-20

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