

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

Dr. Warren Harmer



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Annual Business Plan Fiscal Year ,1998 **Improving 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 subsequently benchmarks common practices using these innovative

approaches and discusses the results As measurement is an important precondition for improvement an entire chapter is devoted to discussing process improvement and value using the Six Sigma methodology In closing the book provides several useful tips and tricks that should come in handy during project implementation The Big Pivot Fred Ross,2020-11-28 Pivot from being a corporate slave to controlling your future Learn how you can start buy and grow a small business even if you have little to no money Business Planning for Small Business Dr. Warren Harmer,2014-12-17 If youre like most small business owners theres a good chance you dont have a business plan Even if you do you probably havent looked at it since you started your company or asked the bank for money Dr Warren Harner who has been helping small business owners succeed for more than twelve years shares real examples and stories so you can overcome whatever challenge comes your way Sidestepping complicated business theories he helps you decide what type of business plan is best for you secure the capital you need to start and grow your business hire the right people to join your team review and update your plan Youll also get business plan templates advice on how to execute your plan and proven strategies to boost market share and expand into new areas Filled with charts bulleted lists and subheads the guide is a quick an easy reference youll refer to time and again Business planning might seem hard but when you break it down into easy steps you can minimize risk and maximize your chance of success Now get planning *The Plan: A Step-by-Step Business Plan Workbook* NewGround Publications,1995 *Write Your Business Plan* The Staff of Entrepreneur Media,2015-01-19 A comprehensive companion to Entrepreneur s long time bestseller Start Your Own Business this essential guide leads you through the most critical startup step next to committing to your business vision defining how to achieve it Coached by a diverse group of experts and successful business owners gain an in depth understanding of what s essential to any business plan what s appropriate for your venture and what it takes ensure success Plus learn from real world examples of plans that worked helping to raise money hone strategy and build a solid business Whether you re just starting out or already running a business to successfully build a company you need a plan One that lays out your product your strategy your market your team and your opportunity It is the blueprint for your business The experts at Entrepreneur show you how to create it Includes sample business plans resources and worksheets **The Complete Do-It-Yourself Guide to Business Plans** Your Uncle Ralph, Delvin R. Chatterson,2014-03 The COMPLETE DO IT YOURSELF GUIDE to BUSINESS PLANS Do It Yourself Business Plan Yes you can This comprehensive Guide provides all the tools tips and techniques you need including Real life case studies Sample Business Plans and Financial Templates In the Guide you will learn valuable insights from Uncle Ralph s thirty years of experience as an entrepreneur executive and consultant to entrepreneurs Learn what to say and what not to say in your Business Plan How to present it to different sources of financing How to test feasibility and calculate your break even sales Learn how to evaluate whether you have what it takes before you start And learn how to Avoid the Seven Biggest Mistakes that most entrepreneurs make It will be easier to prepare your Business Plan and it will deliver better results **Business**

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