

Business Diagnostics

Want to make changes to your customer service initiatives or create a new customer-focused culture?

Signature's business diagnostics can help you get started.

Assess Service Levels

Before making a culture shift in your organization, it's critical to set a benchmark of your existing customer service levels. It is extremely common for an organization to think more highly of the service it provides than what the customer does. In fact, one study from Bain & Company showed 80 percent of businesses believe they deliver a superior customer experience, but only eight percent of their customers agree.

Let Signature Worldwide use its extensive business diagnostic services to determine the reality of your customers' experiences, as well as help you establish customer service goals and actuate a business plan to achieve them.

With assessments completed over the phone or on-site, the Signature team will start the diagnostic process by better understanding your business and the elements that affect customer service levels such as:

- Company culture.
- Employee morale.
- Internal communication processes.
- Previous training.
- Performance measurements and expected ROI.

Once your company's customer service culture is diagnosed, you will be able to focus on your strengths and improve on weaknesses, thus helping your business grow.



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WORLDWIDE
business and training solutions