

Customer Complain Reduction

Customer complaint reduction intervention is a focused consulting activity on eliminating certain types of customer complaints and in reducing the average complaints received

Beyond Z's expert consultants analyze the complaints received and categorize and group the type of complaints

Root causes analysis provides vital information on the source of problems. Action plans are drawn to eliminate the issues and prevent recurrence of problems.

The intervention supports long term reduction of complaints and customer rejection ppm; and a spin-off of which is increased customer satisfaction and market share in business