

Customer Satisfaction Improvement

Customer satisfaction is typically the key metric of any organizational score card ; and the critical activity is to have a robust method of capturing customer perspectives.

Beyond Z's advisory services support analyzing the existing practice of capturing customer perception and re-designing the same if need be.

Once a robust method of capturing customer feedback is in place, a thorough analysis of the data is carried out to identify improvement projects.

Project leaders are identified across the organization, depending upon the nature of the issue and the leaders are supported to drive improvements