



# Customer Focus and Satisfaction

## **PARADIGM:**

Today's savvy customers demand far more from businesses than ever before.

People are truly an organizations' most valuable resource, and without customers no organization can survive.

## **PARADIGM SHIFT:**

To rise to the challenge, Paradigm Group Consultants provide a comprehensive Customer FOCUS & Satisfaction Initiative.

Our closed-loop systematic approach keeps you on the path to success even in the most treacherous business environment. By concentrating on people, process, and technology we help organizations improve bottom line performance and grow the real value of their company. Our Voice of the Customer system provides your people with the knowledge, skills and tools required to exceed expectations.

We shift traditional customer service organizations into high powered Customer FOCUS contact channels.

## **THE BUSINESS PROCESS IMPROVEMENT PLAN:**

Customer knowledge and effective measures are the fuel of our closed-loop business system.

The engine that they propel is made up of Process Improvement, Process Design/Redesign, and Process management.

- FS2 Customer Satisfaction Model
- Identify Core Processes and Key Customers
- Define Customer Requirements - Voice of the Customer
- Measure Current Performance
- Prioritize , Analyze, and Implement Performance Improvements
- Expand and Integrate Philosophy
- Electronic Commerce Training
- Seamlessly integrates and multimedia queuing and routing systems
- Realistically models contact arrival, dispatch and handling for different media
- Easily calculates Forecast and provides trade-off analysis for staffing models
- Meaningfully reports and monitors service parameters for new media

## **THE RESULTS:**

While lesser organizations fall victim to the "Tyranny of the OR" and become paralyzed we show you how to unlock the genius in your own people and processes to become an admired brand.

**Is your company focused on customer's satisfaction?"**

## **Your Catalyst for Change**

3300 Henry Avenue, Suite 339, Philadelphia, PA 19129

P: 215.991.0213 F: 215.991.0370 [www.paradigmgroupconsultants.org](http://www.paradigmgroupconsultants.org)

