



MANAGING CUSTOMER SATISFACTION, PROBLEM SOLVING AND SETTING QUALITY OBJECTIVES – 1 DAY DURATION

COURSE OBJECTIVES

To provide delegates with the skills to measure and manage customer satisfaction, to provide basic problem solving skills and to understand how setting value adding quality objectives assists in achieving customer satisfaction.

BENEFITS

ISO 9001:2000 contains a requirement for organisations to monitor and measure customer satisfaction. This often identifies areas for improvement within the organisation's quality management system. This course is designed to help delegates to understand their customers' satisfaction levels, identify and solve problem areas and set objectives to aid continual improvement. All delegates will receive a bound set of course notes and have the opportunity to discuss these subjects with an experienced quality professional.

WHO SHOULD ATTEND?

Anyone in an organisation with a quality management system meeting the requirements of ISO 9001 or anyone wishing to identify and implement improvements in their QMS.

IN-HOUSE COURSES

This course can be tailored to meet your organisation's needs and held on your premises or at a suitable venue of your choice.

THE COURSE INCLUDES

- How to manage customer satisfaction
- Methods used to monitor customer satisfaction
- Basic problem solving techniques
- Identifying and setting quality objectives
- Managing continual improvement

CONTINUING PROFESSIONAL DEVELOPMENT

Completion of this course will qualify for 7 CPD Points.

CERTIFICATION

All delegates will be awarded a certificate verifying attendance and completion of the course.

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