

Customer First made us aware of the importance of excellent customer service



Innovate!

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Why go for Customer First?

We wanted to ensure we were providing excellent services to our existing customers. As a new business centre it is extremely important to get feedback so we can continuously improve and develop our services. Customer First is our way of making sure our customers are more than satisfied with the service we provide to them.

What were the Benefits of Assessment?

Customer First is a well structured Standard, offering lots of support. Our main area of development, following our assessment, was the way in which our customer's feedback to us about our services and also the services that we refer them to.

What Improvements Followed?

Innovate's relationship with our customers has greatly improved. Our customers now have the opportunity to have a say in the running of services through improvements to our feedback procedures. Customer First promotion in our materials and PR show that we put the customer at the heart of our organisation.

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