

€ TRAINING

Impact Analysis Service Excellence





Impact Analysis Service Excellence

Introduction:

The training program is designed to equip participants with the knowledge and skills required to conduct impact analysis, assess organizational processes, and deliver service excellence. By understanding the principles of impact analysis and assessment, participants will be able to identify areas for improvement and implement strategies to enhance organizational performance and service delivery.

Program Objectives:

By the end of the program, participants will be able to:

- Understand the importance of impact analysis and assessment in organizational development.
- Learn effective techniques for conducting impact analysis and assessment.
- Identify strategies for delivering service excellence.
- Develop skills to analyze and improve organizational processes.
- Implement best practices to enhance overall organizational performance.

Targeted Audience:

- Managers and team leaders.
- Quality assurance professionals.
- Process improvement specialists.
- Customer service representatives.

Outline:

Unit 1:

Introduction to Impact Analysis and Assessment:

- Understanding impact analysis and assessment.
- Importance and benefits of impact analysis.
- Techniques for conducting impact analysis.

- Case studies and examples.

Unit 2:

Assessing Organizational Processes:

- Overview of organizational processes.
- Process mapping and analysis.
- Identifying process inefficiencies and bottlenecks.
- Tools and methodologies for process assessment.

Unit 3:

Delivering Service Excellence:

- Understanding customer expectations.
- Service excellence frameworks and models.
- Strategies for delivering exceptional customer service.
- Handling customer complaints and feedback effectively.

Unit 4:

Analyzing Impact and Implementing Improvements:

- Analyzing the impact of organizational processes.
- Identifying areas for improvement.
- Developing improvement plans and strategies.
- Implementing process improvements.

Unit 5:

Measuring and Sustaining Service Excellence:

- Key performance indicators KPIs for service excellence.
- Measuring the impact of process improvements.
- Strategies for Sustaining Service Excellence.



- Continuous improvement and innovation.
- Action planning and next steps.