

**CUSTOMER
SERVICE
EXCELLENCE**



CUSTOMER SERVICE EXCELLENCE

ASSESSMENT SERVICES
WE CARE... WE ASSESS... WE ADD VALUE





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1 ABOUT ASSESSMENT SERVICES LTD

We are a national and international assessment body that has over three decades of experience in delivering high-quality, performance-enhancing, national quality standards and Frameworks such as;

- Customer Service Excellence® Standard,
- One Planet Standard,
- National Citizen Service Trust Quality Framework,
- Families First Quality Award,
- IAG Standard,
- Leadership and Management,
- Excellence in Care,
- Merlin Standard.

We are committed to providing a consistent, high-quality service - one which is flexible, innovative and responsive to our customers' needs. We adapt a culture of continuous improvement and take a different approach to other providers. We care about our customers, and we are committed to ensure that our assessments add value to our customers.

Our philosophy is...

We Care - We Assess - We Add Value



2 WHY CHOOSE ASSESSMENT SERVICES LTD

We are committed to adding value

- We are the only assessment body in the UK whose Assessors have achieved Level 5 Certification in Participating in the Assessment of Organisational Standards,
- We support you through each step,
- Simplify the assessment planning via our unique online assessment tool and independent surveys obtaining qualitative and quantitative feedback from the staff, partners & customers,
- Provide tailored approaches that meet your requirements,
- Add value by providing valuable constructive and challenging feedback,
- Provide a unique approach to your assessment that is less intrusive by using embracing modern technology,
- Celebrate and promote your successes via our social media platform, monthly newsletters, website & the holders list.

Our processes will constructively challenge your approach to customer service

This includes:

- Understanding your customer and building an approach to meet their needs,
- How to consult your customers and measure satisfaction effectively,
- Continuously improving performance,
- Preparing for assessment (if you wish to achieve certification),
- Virtual network forums to challenge thinking and share best practice.

We hold external certifications that validate our quality systems and processes

- ISO 17065:2012,
- ISO 9001:2015,
- IAQF recognised Assessment Body,
- SFEDI Certified Centre.



3 WHAT OUR CUSTOMERS SAID ABOUT US

From our April to September 2021
Assessment Feedback Surveys:

**Our average feedback score for
assessment satisfaction is 98.5%.**

**100% were satisfied with their
Assessors professional approach
and rapport.**

**100% are satisfied with the verbal
feedback and written report.**

*'The assessor's rapport made the interview a
very straightforward task and removed any pre-
interview worry.'*

**Department for International Development
Overseas Pensions Department**

*'Very professional, put people at ease while
asking questions gather information'*

**Department for International Development
Group Operations**

*"The Assessor is a great communicator and kept
me up to date throughout"*

Housing Service

*"The Assessor was supportive and helpful
throughout the process. They went to a great
deal of effort to understand our business and
gave me some helpful guidance. I found the
network chats very helpful too"*

Private Sector

**Some of the benefits that our
customers receive are:**

- Valuable constructive feedback is provided as a measure of performance,
- Staff confidence and morale increased,
- Confirmation that customer service is at the heart of what you do,
- An improved understanding of customer issues,
- Independent validation of achievement in customer service.

*'The approach to the assessment was very
different to that of other assessment bodies.
However, feedback from staff on the approach
was positive and made staff feel as if they had
ownership of the assessment process and of the
customer service approach taken internally'*

**NHS Shared Services Partnership
Procurement Services**

*'I would happily recommend Assessment
Services to other organisations seeking to
develop and improve in their approaches to
customer service'*

Goldsmiths, University of London



4 SERVICE OFFERS

To support you in preparing for your Customer Service Excellence assessment we offer;

- Free no obligation telephone discussion,
- Webinars,
- Bespoke Workshops,
- Pre-assessment,
- Free customer friendly online self-assessment tool,
- 6 weekly access to our virtual Network & Chats,
- Exclusive access to our Customer Service Lounge,
- Promotion of your successes,
- Customer/Staff/Partner Pre-Assessment Survey(s),
- Reduced daily rate for 3-year commitments.

GET IN TOUCH

Assessment Services Ltd

PO Box 14
Grantham
Lincolnshire NG31 0EL
United Kingdom

Tel: +44 (0)20 3880 5059

Email: cse@assessmentservices.com

<https://assessmentservices.com/services/cse>

