

Case Study

Reed in Partnership

Continuous Improvement

Reed in Partnership's mission is to positively transform people and their communities.

We support individuals, their families and the places they live to prosper - often under challenging circumstances.

With our help, people start working, improve their health, develop their skills and fulfil their potential.

Hundreds of thousands of people across the UK have benefited from accessing a Reed in Partnership service and used it to change their lives for the better.

Why did your organisation choose the Customer Service Excellence Standard?

We chose to work towards and gain the CSE Standard as we wanted a Standard to help specifically with the customer service side of our work. We already held a number of different Standards, such as the matrix Standard, which helped us to improve the quality of our delivery and valued the independent review of our services to help further identify areas for improvement and strengths. We therefore felt that the CSE Standard would help us to the same for our customer service and help us to think about this more, alongside the content of our programmes.



Why did you choose Assessment Services Ltd?

We already had a relationship with Assessment Services through our matrix and Merlin Standard accreditations and were very happy with the service provided. We also felt it was beneficial to use a company that already understood our sector and us as an organisation. It has been very beneficial as it has meant our Assessor is able to see how we have progressed in the different Standards and been able to gather evidence for several of the Standards in one visit.

How did you prepare for your assessment?

Initially, prior to our first CSE assessment we had a support visit from Excellence Squared which was very useful. Following this, for our first and all subsequent full and annual assessments we had a preparation pre-assessment call and notes from our Assessor, followed by feedback on our self-assessment. This helped plan and prepare for the on-site assessment so that they went as smoothly as possible and so our Assessor was able to gather as much evidence as easily as possibly.



What did you or your team learn from the whole process?

It helped us focus additionally on customer service as well as our delivery, specially around measuring customer service.

Following the certification, what impacts/benefits have you seen on your customer service levels?

The assessment has helped us improve our complaints process so that this is more robust.

Overall, how was your experience with Assessment Services Ltd?

Excellent – as always we find working with Assessment Services very valuable.

Finally, what recommendation would you give to someone thinking of working with the Standard?

Do it! - it is a very useful Standard!

