

DIFFERENTIATING THE BEST FROM THE REST

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“To be in business is not to stay in business”

“Success in the past does not ensure success in the future.”

We have all heard these sayings, but what do they really mean in practical terms?

Organizations that provide exceptional quality service invest resources in four key areas:

1. Organizational Commitment
2. Individual Commitment
3. Pervasive Team Spirit
4. Customer-focused Operating Systems

Key Indicators of a Service Culture:

1. People take responsibility.
2. There are few barriers to communication and action.
3. People are responsive to the needs of internal and external customers.
4. People are friendly and courteous to each other.
5. Front-line staff frequently ask if they can be of service.
6. People smile and look like they enjoy their work.
7. People continuously look for ways to improve.
8. Staff feel empowered to act.
9. People receive positive feedback from colleagues.

10. Customers are pleased after their interaction with staff.
11. Administrators help staff work to improve service.
12. Everyone works to identify and prevent problems.
13. People work to develop customer-oriented systems, policies and procedures.
14. Staff anticipate the needs of their internal and external customers
15. Communication – Sending and responding in a timely manner

Adapted from Jo Hillman, Program Consultant, Noel-Levitz