

Continuous Improvement

If an organisation is not constantly improving it is in decline. One of the key tenets of organisational success is not to stand still but to continuously improve.

This course will enable participants to look at the secrets and strategies of building a business based on continuously improving. Participants will learn how to achieve outstanding levels of customer service and satisfaction with a view to increasing customer loyalty and retention.

course details

Course Duration

One Day

Course Cost

£950

Maximum Delegates

This course is designed for up to 10 delegates

Training Location

Training can be run at any venue

Participant Profile

This course is aimed at:

- Client facing staff
- Client facing Managers/Team Leaders

Key Topics

Participants will cover:

- Customers choice
- What is quality?
- Total quality management?
- The Deming Cycle
- Change and change competencies
- Problem solving and decision making

Course Benefits

On completion of this course, participants will understand:

- How to identify who your customers really are
- Why customer care is so important
- How to identify ways of meeting and exceeding customer needs and expectations
- Quality, assurance and control

client testimonial



I am very happy with the outcome of all of the training programmes t2 have created for Procter Brothers.

Jeremy Procter, **Procter Brothers**

You may also be interested in...

Essentials of Customer Service

Focuses on the skills required to deliver exceptional customer service, allowing participants to identify a range of techniques that will develop their skills.

Dealing with Difficult Customers

Designed to look at the day to day pressures of people being aggressive, rude, impatient or uncooperative, and how to deal with those situations.