



Setting Up An International Shared Service Centre For Operational Excellence

Hallmark: Director of International Shared Services

Joining the dots between Service & Customer Satisfaction

We had recently set up a new Shared Service Centre starting from ground zero, so we were looking for some support to prepare our people with the basics of Operational Excellence.

We had previously used Get Knowledge for some Continuous Improvement training and that was beneficial so decided to use them again.

Following the support;

The team now have a structured and working daily huddle process that feeds up to the top and is keeping us connected and informed especially during remote working.

We are continuously improving those to keep them relevant and make them even more effective.

We are starting to see the teams behaving in a way that indicates at least some of them are feeling more empowered.

Additionally;

Our CSAT scores are consistently improving in each quarterly survey and one of our customers particularly has engaged really well with the Improvement plans newly introduced, which will help drive service and so satisfaction even higher.

Get Knowledge are friendly and not corporate or overly formal – which works for me! They are inclusive and supportive.

And, going forward, if I can see the value it would bring, I have confidence that we would realise that value working with Get Knowledge again based on our recent experiences.



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