



EYE-SIGHT

Your Vision into the Customer's Experience!

PURPOSE

- To generate an assessment of your organization's people, processes and systems to identify specific strengths and weaknesses in serving your Customers

GOAL

- To constantly and consistently exceed the Customer's expectations

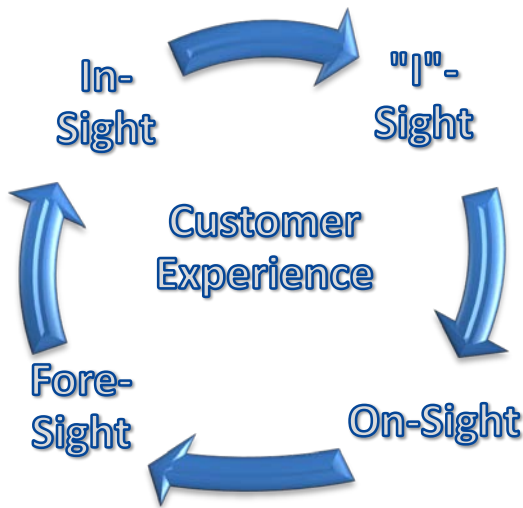
RESULT

- To raise and sustain superior levels of Performance and Service enhancing the Customer's Experience

"You can't manage what you don't measure!"

**EYE-SIGHT
SELF-ASSESSMENT**

- Identifies specific areas where you and your organization are meeting or exceeding your Customers' expectations and areas for improvement
- Pinpoints the current environment, trends and Customer dissatisfaction issues based on individual's perception, knowledge, skills and experience
- Provides individuals with personalized, detailed information in four key categories and twenty sub-categories — Group Reports also available
- Delivers to organizations an Executive Summary Plan of Action



Eye-Sight illustrates **your perception** of the Customer’s Experience in terms of strengths and weaknesses whether at a personal, team, management or organizational level. There are four primary categories and twenty sub-categories. The assessment consists of 80 statements.

The Eye-Sight report will provide feedback on both the primary and sub-categories for the Individual, the Team and an Executive Summary Plan of Action.

Four Primary Categories

- **In-Sight** consists of 8 statements in two areas and focuses on your awareness of Customer Service in general and your perception of your Customer’s Experience.
- **“I”-Sight** consists of 40 statements and focuses on ten areas relative to how you serve your Customer from a behavioral perspective to your skills, knowledge and techniques.
- **On-Sight** consists of 24 statements and focuses on six areas relative to the organization, processes, measurement systems, documentation and quality of products and services.
- **Fore-Sight** consists of 8 statements and focuses on Management’s commitment to and communication of Customer Service Excellence to the organization and to its Customers.

