
Overview

This Standard is part of the Customer Service Theme of Development and Improvement. This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

The quality of customer service transactions must be monitored if they are to benefit from actions to improve that overall quality. Quality in this area can be defined only in terms of agreed criteria and against agreed performance ratings. In an organisation that carries out a high volume of customer service transactions delivered face-to-face, by telephone or on-line, quality can be measured and improved only by adopting a systematic sampling approach. Spot checks and routine checks are needed to observe individual performance and results must be analysed to identify patterns and trends. Improvement can then occur as a result of feedback you give to colleagues so that actions to improve individual performance can be taken. This Standard is for you if one of your job responsibilities involves systematically sampling the quality of customer service transactions and working with colleagues to improve their performance.

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Monitor the quality of customer service transactions

Performance criteria

Prepare to monitor the quality of customer service transactions

- You must be able to:*
- P1 identify the criteria against which quality of customer service transactions will be monitored
 - P2 agree a sampling frame for monitoring customer service transactions
 - P3 follow organisational procedures to ensure your monitoring plans are compliant with any need for staff and customers to know they are being observed
 - P4 identify ratings and scales against which quality of customer service transactions can be measured
 - P5 ensure that you are totally familiar with the customer service procedures for transactions you are monitoring

Monitor the quality of customer service transactions

- You must be able to:*
- P6 carry out spot checks on or observations of the quality of customer service transactions
 - P7 carry out planned and routine checks on or observations of the quality of customer service transactions
 - P8 observe or listen to a colleague dealing with a customer service transaction
 - P9 record your observations of a colleague's performance against agreed quality criteria
 - P10 make judgements about your colleague's quality of service delivery by allocating a performance rating against a defined and agreed rating scale
 - P11 analyse and summarise your observations to identify patterns and trends in your colleague's performance

Give feedback on the quality of customer service transactions

- You must be able to:*
- P12 engage with your colleague in preparation for giving feedback on the quality of their customer service delivery
 - P13 provide positive feedback to your colleague by identifying features of customer service that they delivered particularly well
 - P14 give feedback to your colleague regarding features of their customer service delivery that would benefit from development
 - P15 propose actions for coaching or training of a colleague in areas that would improve their customer service delivery
 - P16 maintain records of customer service quality monitoring and action plans for improvements

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Knowledge and understanding

You need to know and understand:

- K1 the criteria against which the quality of customer service delivery is judged in your organisation
- K2 ways to construct a representative sample of customer service transactions in order to monitor quality
- K3 the importance of compliance with guidelines about ensuring customers and colleagues know they are being observed to monitor quality of service
- K4 ways to define ratings and scales against which customer service transactions can be judged
- K5 your organisation's procedures and guidelines for customer service delivery
- K6 ways to record details of customer service transactions you have observed in order to provide feedback
- K7 techniques for analysing and summarising observations in order to identify patterns and trends in customer service delivery
- K8 the importance of providing positive feedback to a colleague prior to identifying areas for improvement
- K9 sources of information about coaching and training options to improve customer service delivery
- K10 the importance of keeping detailed records of coaching and training relating to customer service delivery

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