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## Overview

This Standard is about collecting and acting upon feedback from clients and customers in the waste resource management industry. With the regenerative approach of the circular economy, waste is increasingly being seen as a resource which is made up of materials with future uses. This Standard could apply to any part of the waste resource management industry.

It includes collecting information, analysing it to identify problems and areas for potential improvement, communicating with clients about service delivery and resolving issues and problems, formulating improvements, consulting with stakeholders and communicating authorised improvements to all those involved.

This is for managers or supervisors of any type of waste resource management facility.

## Performance criteria

*You must be able to:*

1. initiate customer feedback systems for the services provided
2. develop and use key performance indicators to monitor and report on trends and performance based on customer feedback
3. make regular contact with clients to review their business needs and satisfaction with services
4. evaluate feedback from clients and customers for its importance and impact on operations
5. identify issues which could affect the retention and future generation of waste resource management business
6. respond to negative feedback and initiate remedial action line with organisational procedures
7. report customer complaints of unsafe or unsatisfactory behaviour by organisational representatives to appropriate people
8. maintain procedures to acknowledge and record customers' perceptions of problems and praise for good service
9. consult with operational experts to formulate possible improvements to services
10. identify improvements that can be made to services to clients that are supported by analysis of feedback
11. make recommendations to improve services that meet client requirements
12. create and justify detailed proposals from initial recommendations following consultation with stakeholders
13. initiate remedial action to rectify any deviations from the terms of contracts or agreements identified
14. arrange for clients to be notified if operational problems affect service delivery
15. ensure that all documentation and communication comply with legislative requirements
16. maintain records of disclosures of vested interest resulting from the customer care programme

## Knowledge and understanding

*You need to know and understand:*

1. relevant legislation, regulations and codes of practice applicable to safety, health and the environment for waste resource management activities including data protection
2. waste management legislation and guidance that is applicable to waste resource management sites
3. the principles of the circular economy and how they relate to the practice of your organisation
4. when it is appropriate to educate clients and customers about waste resource management practice
5. the legal requirements and company procedures for dealing with unauthorised materials
6. the procedures for the proper management control of work activities on own and clients' sites
7. the organisational environmental policy and procedures applicable to the services provided
8. the requirements for risk analysis to minimise hazards to personnel and the environment for the services provided
9. the importance of customer and client feedback and how to respond
10. how to evaluate feedback in terms of impact on operations
11. how to gather and use qualitative and quantitative information
12. the types of problems which may occur when gathering information and how to overcome these
13. reporting requirements
14. how to record and store information securely and maintaining confidentiality
15. organisational policies, procedures and resource constraints which may affect advice and information given to others
16. the importance of identifying client needs and how to identify needs in sufficient detail to develop proposals
17. how to develop reasoned cases and negotiate with potential and actual clients
18. the principles of confidentiality when handling feedback from customers and clients
19. the organisation's objectives relating to environmental protection, health and safety, profitability, operational outcomes and quality standards

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20. recent developments in technology and operating procedures within the waste resource management industry
  21. the organisational procedures for the proper management control of work activities on customers sites
  22. the importance of monitoring implementation of a service and how to deal with problems arising during implementation
  23. how to complete all relevant paperwork
  24. the potential hazards to safety, health and the environment arising from the activities carried out to provide the service
  25. the records required by legislation and by company procedures in relation to the activities carried out to provide the service
  26. how to interpret process documentation and verify that the information is accurate and relates to the waste resources handled when providing the service

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