

**Need to assess your
complaints handling processes
against best practice?**





LP REVIEW

WANT TO KNOW HOW YOUR COMPLAINTS HANDLING PROCESSES COMPARE TO ISO-10002?

Organisations that understand the importance of complaints-handling have already invested in training and processes to implement this critical aspect of customer relations.

Now they are keen to know how their approach compares with today's best practice demands of the International Standard ISO-10002.

Published in July 2004, this Standard provides comprehensive guidance on establishing and managing quality-focused complaints-handling and represents an up-to-date view of best practice.

A SIMPLE, ACCURATE SELF-ASSESSMENT APPROACH.

LP REVIEW is a unique and timely business diagnostic tool. By decomposing the Standard into a set of questions, LP Review enables your organisation to self-assess its conformance with the best-practice requirements of the current Standard.

Resource materials accompany the LP Review questionnaire. These summarise the business reasoning for best practice complaints-handling and outline the requirements of the Standard. The full-scale version also presents an up-to-date bibliography for further background reading.

WHICH VERSION BEST SUITS YOUR NEEDS?

The full-scale version of the LP Review diagnostic questionnaire has over 150 questions probing all aspects of the Standard. Best undertaken with a small group, this approach takes about a half-day. The discussion which naturally occurs amongst the group is a valuable side-benefit from the process and is always time well spent.

Using this more comprehensive version of LP Review your thoughtful answers will give an accurate assessment of your organisation's conformance.

A medium-scale version is also available for the time-strapped organisation or for situations where, as a manager knowledgeable about the present processes, you want to quickly assess your ISO-10002 conformance without group input. About one-third the size of the full-scale version, this diagnostic takes about one hour to complete. This shorter version is less rigorous in assessing conformance but gives indicative results quickly.

OPTIONS FOR DEEPER INSIGHTS

Both versions are available with optional additional questions. These extensions go beyond process conformance to probe complaint volumes, resource inputs to handle them and outcomes achieved from present investments and processes. An indicative cost-per-complaint-handled is calculated from your answers.

FAST COMPLAINT RESOLUTION RESULTS IN HIGHER LEVELS OF CUSTOMER LOYALTY THAN SLOW COMPLAINT RESOLUTION.

SOURCE: TARP 1986



ADVISORY REPORTS

Using a mixture of text, tables and graphics, all versions of the LP Review diagnostic give you easy-to-read results.

Overall conformance with the Standard is presented as a numeric index. Conformance scores for each of the five major sub-dimensions of the Standard are computed and presented together with a detailed breakdown of their contributing components.

Narrative sections of the report are custom-generated based on your actual scores. These give focussed advice about where remedial management attention is warranted to address present conformance weaknesses.

The full-scale report includes an additional assessment of your answers on particular aspects of the Standard which are held to be the most critical.

Reports from the optional extended LP Review versions include an estimate of cost-per-complaint and a unique Outcomes Index which identifies benefits derived from four contributing aspects of your existing processes.

LP Review is a low-cost, high-yield investment in customer focus.

START TODAY

When you are ready to proceed with an LP Review, it's simple. You can enrol electronically, right now.

- Visit the Listening Post website
- Navigate to the LP Review page
- Select the version that best suits your needs
- Include the optional sections if you wish
- Enter details for email delivery and your receipt
- Pay by credit card

Your LP Review package is dispatched to you by email immediately. It contains the selected questionnaire (with full instructions) and your receipt documentation as attachments.

Your PIN number for access to the secure answer-entry website is included. When you have addressed the questionnaire, visit the secure website (the URL is included in the email) and enter your answers. Your personalised report is generated immediately for download and printing.

WHAT NEXT?

LP Review is a fast effective way to self-assess conformance to ISO-10002. To find out more about LP Review, visit the website www.listeningpost.com.au

You can enrol and pay for the product and have your LP Review package delivered to you online.

When you are ready to begin just contact the Listening Post team.

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