



Customer Loyalty & Delight Management Center

Good & Best Practices for Meeting & Exceeding Customer Expectations

Code	Program Title
ACC603	Advanced Call & Contact Centre Strategies, Processes & Skills
ACC599	Advanced Customer-Centric Service Culture Strategies, Processes & Skills
BDA801-1	Better & Faster Management Decisions in Customer Management Unit using Data Analytics
CCS602	Call & Contact Centre Strategies, Processes & Skills
CFM405-1	Customer Focus for Front-Line Managers/Supervisors
BIT501-1	Customer Focused IT Department Management
CMS615	Customer Management Strategies, Processes & Skills
XRM965-1	Customer Satisfaction-Risk Management
CSM420-1	Customer Service Management
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CCS598	Customer-Centric Service Culture Strategies, Processes & Skills
BE0701-1	Implementing Good Management Practices in your Executive Office
BHD701-1	Implementing Good Management Practices in your Help Desk Unit
QCF602-1	Setting Up a Customer Focused Management System
CSP904-1	Step-by-Step Understanding and Implementation of Customer Satisfaction Initiatives
MSA870-1	Systematic Approach to Do it Right First Time - Improving Customer Satisfaction & Reducing Costs