

## Service Quality (Enterprise Level)



### Description:

- Service Quality training program is a quality management intervention which makes use of prescribed tools and techniques in developing creative solutions to reduce errors in service.

### Objective:

- Enhance workforce knowledge and skills in providing “error free” service to clients

### Course Outline:

- Concept of Service Quality
- Understanding the Customers
- Error Recovery
- Teamwork

### Methodology:

- Lecture/Discussion/Exercises/Workshop

### No. of Days:

- 1 day

### Target Participants:

- Small and Medium Enterprises

### Expected Outcome:

- Reduced service errors resulting to improved service, increase sales and higher productivity

