



## **LEVERAGING INDUSTRY STANDARDS TO DRIVE SERVICE EXCELLENCE**

*Presentation By:*

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**ASSURANT SOLUTIONS**

&

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**SERVICE STRATEGIES CORPORATION**

In today's challenging service environment, companies must drive efficiency and productivity to their highest levels to effectively meet the needs of customers. In this informative presentation Randy Selleck, senior director ESC Call Center Operations at Assurant Solutions and John Hamilton, president of Service Strategies Corp, will discuss the latest industry standards are helping service organizations increase customer satisfaction and loyalty, improve operational effectiveness and provide a framework for continuous improvement.

The session will include a case study of Assurant Solutions' adoption of service industry standards and how they are helping the company deliver an industry leading service experience to their customers.

Participants will learn the following:

- How to improve operational effectiveness and efficiency
- Understand how standards can create a framework for continuous improvement
  - ISO 9000 Series Certification
  - Service Capability & Performance (SCP) Standards
- How Assurant Solutions leveraged standards to achieve its service goals