

Innovative Learning Solutions

SPCI's innovative learning solutions are designed to increase customer satisfaction and employee motivation for any business. We harness a variety of learning and performance support tools and channels to create blended learning solutions that achieve significant results.

Customer Experience City:

This two hour live simulation designed for large management or employee teams is the perfect introduction to the core concepts of the Service Profit Chain.

POWER!SERVICE™ System:

This comprehensive customer service experience system is based on our research from writing *The Ownership Quotient*. We identified the practices of Service Profit Chain Leaders; companies that could identify a clear relationship between employees, customers and profits – and collected what distinguished their success into a Service Management System for consistently exceeding customer expectations in ways that drive extreme customer loyalty and ownership.

The F.I.R.S.T. Method™ for Innovation and Continuous Improvement:

Service Profit Chain Leaders understand that staying competitive requires constant improvement and innovation. The F.I.R.S.T. Method™ is the only solution that brings together a company's innovation and continuous improvement efforts under one roof. This learning system integrates easily with innovation software such as the BrightIdea platform to harness the collective power of employees and customers to drive improved performance.

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