

Results Driven Consulting

SPCI provides a range of consulting services that bring the Service Profit Chain to life inside an organization. From research-based assessments to a comprehensive transformational organizational change process, clients can choose the solution that meets their specific needs.

Assessments and Diagnostics:

Thirteen different assessment tools from a full organization audit to individual manager 360 degree feedback.

Service Profit Chain Management System™ Implementation:

A seven step organizational change process to implement the Service Profit Chain as a management system for operating the company.

Customer Experience Design:

A targeted five-step consulting engagement for re-designing the current customer experience based on proven research-based principles from behavior science.

Employee Experience Design:

A powerful process for identifying the right target employees and then improving the employee experience to attract and retain them over time.

Voice of the Customer/*NPS Best Practice Implementation:

Understanding how to listen to customers and then take targeted action becomes more complex as a company grows. SPCI helps our clients design customer listening and closed loop management processes based on the best practices of companies that deliver a world class customer experience.

Business Scorecard Development:

Aligning the organization to a clear strategy of competitive advantage is one thing. Measuring the success of this organizational change is another. This process ensures that strategy is aligned to operational actions by establishing a set of balanced goals and measures that define success for the organization, help predict performance and inform management on both operational and structural improvements.

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