

HDI[®] 2018

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Measuring the Customer Experience

In Desktop Support

Deborah R. Monroe

dmonroe@igniteAchievements.com

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Why We Measure

- **Validation** – Measuring the results of changes or decisions
- **Direction** – Measuring activities to ensure that targets are met
- **Justification** – Providing factual evidence that something needs to be done
- **Intervention** – identifying when a change or corrective action is necessary

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But How Do We Measure?

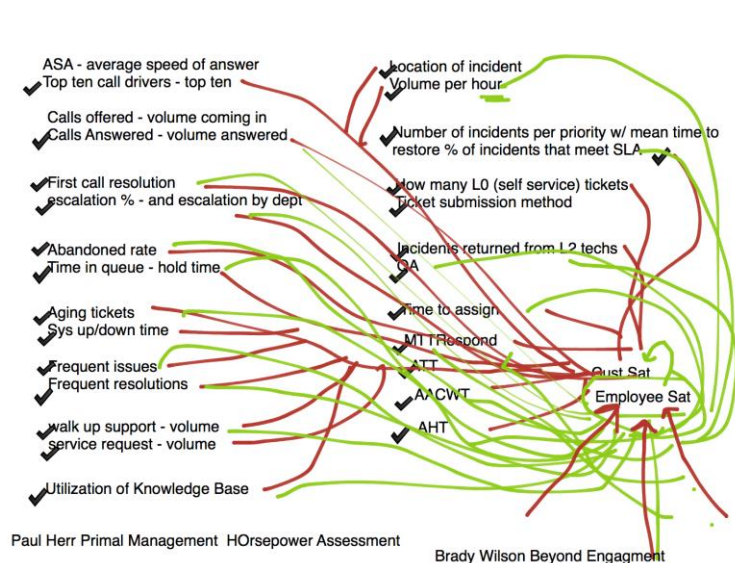
- Group with 3 other people and discuss what you have done to measure.
- Each group list some ideas to share with everyone.

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What Does the Customer Want?

- To feel heard and understood
- To feel respected
- To have someone work with them that knows what they are doing
- To ultimately have the issue repaired in a timely fashion

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Richard Branson



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Where is This Leading?

1. Ensure that your technicians are masterful
2. Coach them on the standard operating procedures and expectations
3. Assist them in managing priorities
4. Get to know what is important to them and/or what motivates them
5. Become a manager who removes interference and makes an open highway for your technicians to do their jobs well

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Measure Customer Experience?

- Did the Technician fix your issue?

- Was the Technician polite and respectful?

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How: once a Month or Quarter?

- Create a survey in your SMS
- Use online surveys pre created like:
- Use Survey Monkey
- Use Paul Herr's Horsepower Assessment
Survey

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Measure Employee Satisfaction?

- Do you feel like part of the team?
- Do you feel confident in your abilities?
- Do you feel listened to?
- Do you feel like you are using your potential?
- Do you feel valued?
- Do you have the freedom to do your work?

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General Colin Powell

“**Organization** really does NOT accomplish anything. **Plans** don’t accomplish anything, either. **Theories** of management don’t matter much.

Endeavors succeed or fail because of the **PEOPLE** involved. Only by attracting and retaining the best people will you accomplish great deeds.”

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this session.***

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