

How hard is it for an organization to apply The Six Principles?

While The Six Principles of Service Excellence may seem intimidating, with the right resources it is an easy initiative to implement. It simply takes intense focus and commitment to the process. The purpose of The Six Principles of Service Excellence book and workbook are to provide readers with the fundamentals to create sustainable change in their organization. The Six Principles are proven and derived from the cultures of world-class, service-oriented organizations like Disney, The Ritz-Carlton, and Nordstrom's Department Store to name a few. The process is not hard when it is communicated and perceived as a "way of life" and not just another new project that will eventually fade off the radar screen.

The question is not really how hard it is to implement the process, but what resources does a company have to ensure its success? If an organization designates a Service Excellence Project Owner, a Service Excellence Team (8-10 exemplary employees and leaders) and employs a Performance Consultant (sometimes considered an organizational fitness coach), then the process will be easily implemented, sustainable and measurable.