

What is the favorite part of The Six Principles?

Our clients and workshop participants always express that taking part in The Six Principles of Service Excellence Gap Analysis is a high part for them. They really enjoy the opportunity to “peel the onion back” and identify service gaps and barriers that are currently impeding the delivery of consistent, exceptional service within their organization. From our Performance Consultants’ perspective a favorite part is involving employees in the process and unveiling how instrumental they are to the success of the service excellence endeavor.