

Explain how your consulting process works, how does PSBD start work with organizations?

Our process begins with an initial consultation by telephone to determine the basic needs of the organization and whether PSBD is a good fit for them. Next a 3-day Service Excellence Workshop / Gap Analysis is scheduled and conducted with a team consisting of a cross-section of exemplary leaders and employees selected by the organization's senior leaders. The team is better known as the Cross-Functional Team or the Service Excellence Team. Based on information gleaned from the workshop and team meeting, PSBD creates tailored interventions for the organization. We also assist with the implementation of the interventions, which may include a pilot and train-the-trainer session prior to roll-out. Last, PSBD assist in creating a Service Excellence Scorecard to measure the effectiveness and success of the interventions.