The 7 Steps to Accreditation

1

Contact our Customer Relationship Manager
Get in touch with a Customer Relationship Manager to find out how the Customer First Standard can make a real difference to your organisation.

2

Scoping
You will be given a simple questionnaire which covers everything from your objectives and expected timeframes, to more detailed questions that cover employee numbers, customer groups and types of services you offer.

3

Making a Commitment
Once you have agreed a package for Customer First with your Relationship Manager you will be asked to make a formal commitment, you will be sent an Agreement Order Form which you will need to review and sign in order to move forward.

4

Allocation of Assessor
We will allocate you an Assessor that best suits to your organisation. Our highly experienced Assessors will be on hand to delve into your scope in more detail and will deliver an effective on-site Diagnostic Assessment of your organisation.

5

Diagnostic Assessment & Development Reporting
Your Assessor will conduct an on-site visit where they will interview staff members to establish how well embedded and understood your services are. You will receive a detailed Assessment Report and Action Plan to start implementing developments and improvements.

6

Finding out your Outcome!
Compliant – You fully meet all 30 areas of the Customer First Standard are now Accredited!
Partially Compliant – You meet some but not all of the criteria, further work will need to take place in order to achieve compliance. We will re-visit within 6 months to examine all development areas (and random compliant areas) to ensure you fully meet the criteria of the Customer First Standard.

7

Promoting Your Achievement
Organisations that have achieved the Customer First Standard will have demonstrated outstanding levels of customer service and will be amongst some of the best customer focused organisations across the UK and beyond. You will be authorised to use the accreditation marque in your publicity.

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