The Keys To Excellence The Story Of The Deming Philosophy

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8 Keys defined – 8 Keys of Excellence

1. Accepting responsibility online: When a customer makes a complaint, they expect it to be solved there and then. If the customer feels that the complaint is not being handled correctly, they will be unlikely to return to the organization. This can lead to increased costs for the organization, as well as decreased customer satisfaction.

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3. Reaching out to customers online: Customers expect to be able to reach out to the organization via email, phone, or social media. If customers feel that their requests are not being handled promptly, they may be more likely to take their business elsewhere.

4. Being proactive online: Organizations should be proactive in addressing potential issues before they become serious. This can help to prevent negative online reviews, as well as decreased customer satisfaction.

5. Providing excellent customer service online: Customers expect to receive excellent customer service when they contact an organization. This can include providing timely responses to inquiries, as well as providing accurate and helpful information.

6. Being transparent online: Organizations should be transparent about their operations and policies. This can help to build trust with customers, as well as decreased customer satisfaction.

7. Being accountable online: Organizations should be accountable for their actions and decisions. This can help to prevent negative online reviews, as well as decreased customer satisfaction.

8. Using technology to improve customer service online: Technology can be used to improve customer service by providing customers with faster and more accurate information, as well as decreased customer satisfaction.

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