

Figure 3.2a-_: Customer Contact Service Standards

Customer-Contact Service Standards Types	Customer Contact Personnel Service Standards	<u>Access Mode</u>	<u>Strategic Action Plans Supported</u>	Related Results
Ease of Doing Business				
Competence of Contact Person				
Resolved Correctly First Time				
Time Required to Resolve	24 hours from time of initial contact or in time to prevent <u>customer relationship deterioration</u>	<u>C</u>	<u>E</u>	Fig. 7.5-__
After-Hours Support				
Availability				
Problem Response Time				

Access Mode Key: A = To seek information; B = To pursue common purposes; C = To complain

Replace exemplary information with information representative of your organization. Blue underlined words link to other Templates, Results Charts, and Best Practices.

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