

PREScriptions FOR CLOSING QUALITY GAP

- 1 **Creating a Shared Service Vision:** Developing a clear and compelling vision for service excellence is essential. This vision should be communicated and shared across all levels of the organization, aligning everyone towards a common goal of delivering high-quality service.
- 2 **Locating Service Points Near Customers:** By strategically locating service points closer to customers, organizations can improve accessibility and responsiveness. This could involve opening new service centers or satellite locations in areas with high customer concentration, reducing travel time and enhancing convenience for customers.
- 3 **Product Design:** Investing in product design that emphasizes quality and customer satisfaction can significantly impact the quality gap. By understanding customer needs and preferences, organizations can design products that meet or exceed their expectations. This includes factors such as functionality, durability, ease of use, and aesthetics.
- 4 **Performance Measurement and Reward System:** Implementing a robust performance measurement system is crucial for identifying gaps and monitoring progress. By setting key performance indicators (KPIs) related to service quality, organizations can track their performance and identify areas for improvement. Additionally, a reward system tied to these KPIs can incentivize employees to deliver exceptional service and drive continuous improvement.
- 5 **Unconditional Guarantee:** Offering an unconditional guarantee can be a powerful way to close the quality gap. By assuring customers that their satisfaction is of utmost importance, organizations instill confidence and trust. This guarantee should include a promise to address any issues or concerns promptly and effectively, providing customers with peace of mind and demonstrating a commitment to quality.

Quest For Quality Prescriptions For Service Excellence

Daniel F McAuley



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