CX, enhancing customer experience via Verity SCRM Software

CX, what is customer experience, supply chain?

The customer experience refers to everything that is done to assure that our customers experience the best of our products, services and client offerings. Customers who experience excellent and remarkable service are more likely to remain loyal to the brand and are more likely to reward the brand with

continued investment. To some extent, every business is a customer service organization. As we develop our supply chain and integrated risk management strategies, we should keep in mind customer experience, by asking what we can do to make sure that we are providing the highest levels of service with excellence and integrity

Why does CX impact our people, building them up?

"Build up the people, and they will build up the business". Empowering others by being responsive, being able to actively meet customer needs and demands, are essentials to any business. When employees and associates are motivated and empowered to better the business, this impacts the customers. When customers are happy and satisfied they tell others, and the word spreads which translates to improved business and overall success. These attitudes demonstrate that they want to win the support of their customers; it helps to build up and motivate the team as they serve and bring success to their customers. When team members identify areas of improvement, provide input for supply chain enhancement, and quality enhancement and share their expertise this also improves overall performance.

"Build up the people, and they will build up the business"

Know your customers, listen to your customers, keep an open ear and an open mind, they likely want you to succeed!

Additionally, CX in risk management programs should also measure the negative outcomes, such as finding out why a customer or client was not pleased with the results? We must be humble and decisive to quickly get comprehensive feedback from a broad cross-section of our current and former customers to find out what they liked about our supply chain or service offering or perhaps what they did not like, or areas of improvement? Some of the positive and negative feedback should be gathered and analyzed for areas we can improve with respect to the availability, quality and reliability of our supply chain. We should not focus on casting blame on people, rather the team should embrace the results and the team can make adjustments to overcome the root causes of the losses

"Listening is important, we must be humble and decisive to quickly get comprehensive feedback from a broad cross-section of our current and former customers"

CX and supply chain risk management, how do these mix?

In order for customers to enjoy the offering we need to be able to validate that the service offerings and products meet a minimum level of reliable safety and quality, enhancing their performance. From our vantage point, we want to be able to guarantee that we are able to meet the quality, delivery and inventory demands of our customers. A customer needs a particular item or service offering, and we need to be able to meet that demand. In addition, we need to be able to assure that the quality of what is delivered meets minimum level of service criteria. From a risk management standpoint this requires that the supply chain team assure that all parts of the chain are routinely inspected for the highest levels of quality, safety and reliability; defects and issues are identified and corrected on time, minimizing non-productive time, disruption and damage. In addition accidents due to failed parts or components are reduced because worn and damaged parts can be properly identified and repaired or replaced on time. While there is a cost associated with improved maintenance, this cost is offset because we reduce the likelihood of damage while in service

IMPLEMENTING A WINNING CX SUPPLY CHAIN ENHANCEMENT, TEAM RISK MANAGEMENT PROGRAM

There are more people in the world today, more communications, meaning more than ever before there are more teams interacting, moving and working together. Technology communications has made people more interconnected, and there is more mobility, and change than we have seen before. With these changes bring opportunity and challenge. How do we preserve expertise and knowledge capital as people move in and out of our organizations? How can we assure that teams are working together to maintain the effectiveness and quality of their supply chains? Our software encourages team members

to collaborate, becoming active participants in the maintenance and smooth running of the supply chain. This is achieved by exposing the data to the right people and actively seeking their input and trusting them to perform
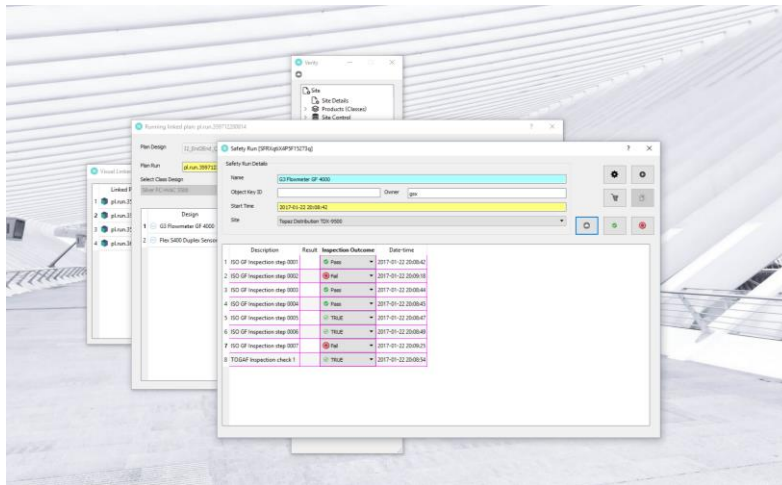
Verity EE SCRM Software, is our software solution that can help teams to understand, and manage their complex supply chains from a maintenance and ISO quality inspection standpoint. With our software you can empower your people to enhance the customer experience; actively identify and design flow inspections for any kind of class of item, you can link inspections and farm out routine inspection runs to various members of the team, making them proactive participants. By adopting and implementing a comprehensive risk management strategy we are in a better position to assure that we deliver value at the highest levels of quality while minimizing non-productive time and component failures. Consider partnering with us to adopt an integrated supply chain risk management strategy today for your team, from Nowell Development

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"Give thanks unto the Lord for He is good, His love endures forever" Psalm 107:1

INTEGRITY ABOVE PROFITS