

Improve the customer experience

Making it consistent and exceptional

In 2010, we will continue to focus on our service fundamentals while improving the overall experience for customers.

Customer satisfaction improves

Improving service for our customers continues to be our goal.

Last year, our customer service experience, measured by our customer service index, continued to improve for the third consecutive year. This means we are getting better at keeping our promises and “doing it right the first time”.

Focusing on fundamentals

In 2010, we will build on the service improvements we introduced in 2009, like Same Day, Next Day Repair and Express Installation services, by enhancing our processes and improving our quality programs. Work order accuracy will be improved and the number of trips to customers’ homes and businesses by technicians will be reduced. In addition, our online buying experience will be simplified, making it easier for customers to find, select and purchase our products and services.

Enhancing the service experience

Delivering an enhanced customer service experience each and every time requires an intentional focus and approach – leaving nothing to chance. In 2010, we are redesigning the customer experience for our residential and business customers and introducing a comprehensive skills training program for all frontline employees and managers to ensure its success.

Whether they make pizza or produce pencils, we will offer our small business customers the best services at the best prices at first contact. Giving them more time to keep an eye on what they do best.

