

Excellent Customer Service From the Inside Out

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Impact of Poor Customer Service

When a customer feels their expectations were not met.

Bad customer service is talked about **three times more** than good service.

"These guys
ROCK!"



VS

"The service
was AWFUL!!!"



Customer Complaints

- ▶ Experience rude and unhelpful employees
- ▶ Passed around to multiple people
- ▶ Put on hold for unreasonable lengths of time
- ▶ Unable to speak to a person who can provide them the answers they need



Impact of Poor Customer Service

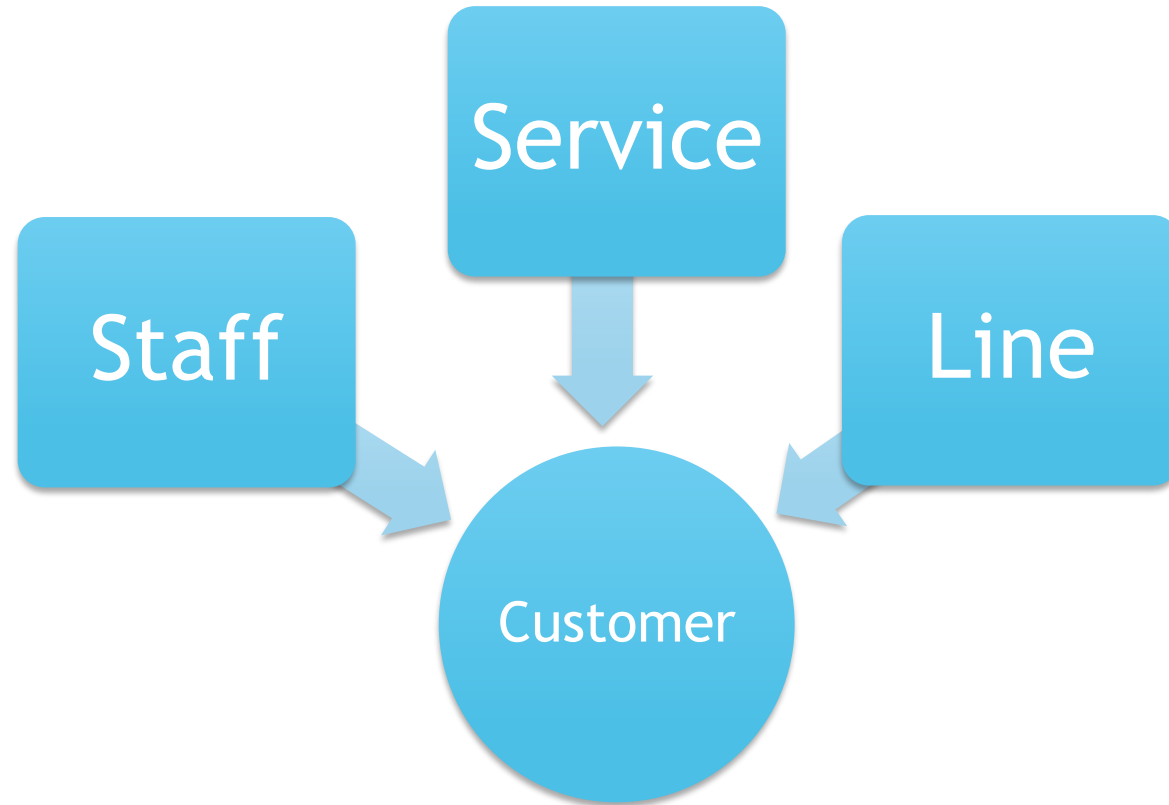
- Needs go unfulfilled
- Multiple mistakes
- Consistently late on delivery
- More costly
- Poor Morale
- Bad service sabotages your second chance
- Tension between individuals and departments
- Can prompt an organization to close its doors
- Negativity of the experience spreads like wildfire



Did you know?

- ▶ Businesses lose \$75 Billion due to poor customer service
 - ▶ Up \$13 billion since 2016
- ▶ 96% of businesses will fail within 10 years because poor customer service is a contributing factor
- ▶ Companies that failed because of poor service
 - ▶ Blockbuster
 - ▶ United Airways
 - ▶ W.T. Grant

Basic Functions of Public Procurement



Line Function

Basic Function of Public Procurement

Procurement offices

- ▶ Clearly defined operational responsibilities and authority
- ▶ Contributes to the organization's bottom line
- ▶ This includes:
 - ▶ Issuing invitations for bids (IFBs)
 - ▶ Requests for Proposals (RFPs)
 - ▶ Contracts with suppliers to obtain the necessary materials and services in support of entity operations

▶ <https://www.nigp.org/dictionary-of-terms>

Staff Advisory

Basic Function of Public Procurement

- ▶ Procurement's provision of specialized advice and expertise to those in line positions
- ▶ Staff functions could include other departments such as human resources, maintenance, legal, accounting, and public relations.

Staff Advisory

Basic Function of Public Procurement

Provides information to affected groups within the organization.

Responsible for advising management and user agencies on:

- ▶ General market conditions
- ▶ New products and services
- ▶ Changes, trends and opportunities
- ▶ Spending pattern analysis
- ▶ New policies and regulations
- ▶ Risk analysis



Service Function

Basic Functions of Public Procurement

- ▶ The provision by the Procurement Department of any services common to departments throughout the entity, thereby relieving those departments of the need to perform those activities.

Service

Basic Function Public Procurement

To fulfill this function effectively:

- ▶ Provide a cohesive and organized operation
- ▶ Conduct procurement support activities in a tactful and courteous manner
- ▶ Be receptive to advice from competent personnel in all other departments
- ▶ Maintain good relationships with all other departments
- ▶ Ensure adequate communication

Service

Basic Functions of Public Procurement

A designated unit that relieves the rest of an organization from performing a function that is common to all units within the organization.

- ▶ Handles procurements for agencies within the government.
- ▶ Results in greater effectiveness and economy



Seven “Rights” of Purchasing

Buying...

- ✓ Right commodities (goods and services)
- ✓ Right Quality
- ✓ Right Quantity
- ✓ Right Time
- ✓ Right Source
- ✓ Right Place
- ✓ Right Price



Internal and External Customers

Internal

- ▶ End users
 - ▶ Shopping cart creators
 - ▶ Deputies
 - ▶ VPs

Other Departments

- ▶ Accounts Payable
- ▶ Budgets
- ▶ Legal

External

- ▶ Tax Payers
- ▶ Vendors/Suppliers



Customers We Serve



The Complainer



The Overly Agreeable



The Expert

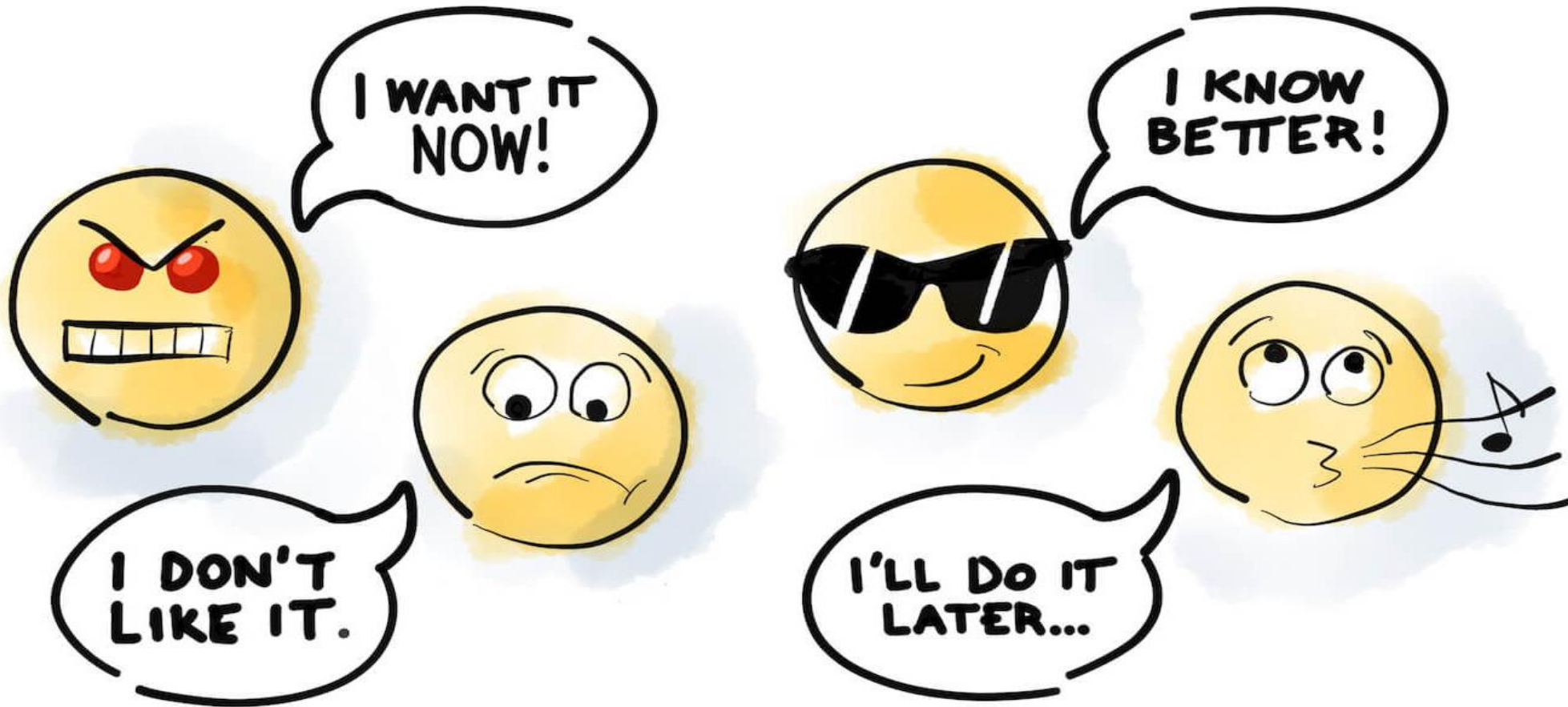


The Pessimist



The Staller

Customer Attitudes



Challenges to Excellent Service?

- ▶ Competing factors
 - ▶ Deadlines, poor planning
 - ▶ Dealing with difficult individuals
 - ▶ Work overload
 - ▶ Lack of understanding of governing laws

Quote

“Every life has a story, and often our customers and our employees, need a little grace and a little space when you deal with them because they are either experiencing a problem, just finished having a problem, or are about to have one.”

“We strive to treat people better than the place down the street.

One way we do that is by remembering that *we’re all people with a lot of emotional things going on that don’t necessarily show on the surface, so we try to offer amenities and kindness that minister to the heart.*”

Powerful Thought

“It’s understood that *every single person* who walks through the doors of a Chick-fil-A restaurant anywhere in the country can expect to be treated with **honor, dignity, and respect.**”

Effective Customer Service

1. Involve your internal customers
2. Document and share your action plan
3. Under promise and over deliver
4. Update customers regularly
5. Express concerns immediately
6. **Don't make excuses**
7. Follow-up



Importance of Excellent Customer Service

- ▶ Adds value
- ▶ Builds customer trust and loyalty
- ▶ Contributes to the overall success of the goals and objectives of the organization
- ▶ Benefits all involved, e.g end user, other department, tax payer, etc.
- ▶ Improves transactions across government

Qualities Needed for Exceptional Customer Service

- ▶ Patience
- ▶ Attentiveness
- ▶ Clear Communication Skills
- ▶ Tact
- ▶ A Calming Presence
- ▶ Ability to Handle Surprises
- ▶ Willingness to Learn
- ▶ Thirst for Improvement
- ▶ Respect
- ▶ Friendliness
- ▶ Optimism
- ▶ Problem-Solving Skills
- ▶ Knowledgeable
- ▶ Empathy
- ▶ Flexible
- ▶ Expediency
- ▶ Commitment

Excellent Customer Service

- ▶ Go the extra mile in making sure a customer is happy and satisfied with your services
- ▶ Provide service in a timely and pleasant manner
- ▶ Do everything possible so your customers satisfaction exceeds expectations
- ▶ Practice effective communication
- ▶ Exercise problem resolution skills
- ▶ Think from the customer's perspective

Question

What is the key to successfully delivering excellent customer service?



Answer!

From the Inside Out!

Let's Start With YOU!



If you want to change the world, start with yourself.

Mahatma Gandhi

 quotefancy



Excellence is not
a skill. It is an
attitude.

RALPH MARSTON

Earl Nightingale

Our attitude towards others determines their attitude towards us

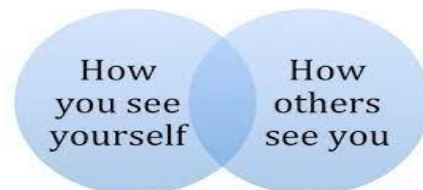


What is Your Reputation?



Brand vs. Name

- ▶ Your brand is your name!
- ▶ How important is your reputation?
- ▶ Your actions are tied to your name!
- ▶ Did you know the type of service you provide is tied to your name!



BRAND

YOU

Your
Image

Your
Mission

Your
Values

Your
Vision

Which Character Describes Your Reputation?



The Complainer



The Overly Agreeable



The Expert



The Pessimist



The Staller

Excellent Customer Service = Your Name

- Excellent customer service is a name maker, no matter what your industry.
- It helps grow revenue, maintain customer loyalty, and improve your overall business strategy.



How to Associate your Name with Excellence?

By Pursuing Excellence and Avoiding Mediocrity!

From the Inside Out!



Pursue Excellence and Avoid Mediocrity

- People who value excellence:
 - Draw from internal motivation
 - Don't wait for, or depend on situations or people to be productive
 - Choose to maintain the same calibre of excellent standards irrespective of their place of employment
 - Believes *“I respect myself enough to ensure that whatever I do is done with integrity and at a quality standard”*

Earl Nightingale

The biggest mistake that you can make is to believe that you are working for somebody else

Job security is gone

The driving force of a career must come from the individual

Remember:

Jobs are owned by the company

YOU OWN YOUR CAREER!

Distinguishing Qualities

Excellence

- ▶ First-rate
- ▶ Outstanding
- ▶ Notable
- ▶ Superior
- ▶ Excellent

Mediocre

- ▶ Only ordinary or moderate quality
- ▶ Neither good nor bad
- ▶ Barely adequate
- ▶ Rather poor or inferior
- ▶ Disapproving
- ▶ Second rate



DON'T BE AFRAID TO
GIVE UP THE GOOD TO GO
FOR THE GREAT.
JOHN D. ROCKEFELLER

Mediocrity

- ▶ Attitudes Say “I will work harder when you pay me more”
- ▶ Depend on external pressure or motivation to perform
- ▶ Enables bad attitude among others
 - ▶ Gossiping
 - ▶ Complaining
- ▶ Inability to see the “Big Picture”
 - ▶ Tunnel vision
 - ▶ Narrow focus
 - ▶ “Not my job”
 - ▶ “Above my pay grade”
- ▶ Dishonest, deceives, exaggerates, lies

Mediocrity

- ▶ Rude, impolite, disrespectful
- ▶ Uncooperative, unhelpful, combative
 - ▶ Subtle defiance
 - ▶ Inclined to ignore requests
 - ▶ Disruptive bickering
- ▶ Nonchalant
 - ▶ Substandard or sloppy work

Powerful Thought!

**“We can’t always control what happens to us,
but we can always control how we react”**

Robert Urich (1946-2002)



Pursue Excellence!

Regardless of industry,
all ideal employees
share some
common traits.



Qualities of Outstanding Employees

Forbes

- Outstanding employees know more than just the procedures their job requires.
- They know the reason their job exists, and that knowledge lets them suggest tweaks and innovations that let them work more effectively.
- Outstanding employees notice what is going on around them at work, and they integrate their constant learning into the way they do their jobs.

Qualities Of Outstanding Employees

Forbes

- Outstanding employees form great relationships with people inside and outside their organization.
- They know which teams they are a member of and they work to strengthen their team relationships so that things don't get tense or stressful in a clinch.

Qualities Of Outstanding Employees

Forbes

- Great employees look ahead and anticipate problems that might emerge on the job.
- They bring up potential problems early and push to get those problems addressed before they can do harm.
- Awesome employees have a personal career plan or direction in mind.
- They don't assume that their employer will manage their career for them.
- They manage their own careers!

Qualities Of Outstanding Employees

Forbes

- Terrific employees tell the truth about sticky topics like workload, work/life balance, difficult customers (or vendors, fellow employees or managers) and ineffective procedures.
- They find their voice and use it even when no one else dares to.
- Excellent employees are coaches and mentors to people around them.
- They don't take the view that knowledge is power.
- They know that knowledge is only power when it is shared with others.

Qualities Of Outstanding Employees

Forbes

- Great employees address conflict rather than avoiding it.
- When they step into a conflict resolution process, they maintain respect for everyone in the mix.
- They don't place blame on other people, and they don't apologize just to keep the peace.
- Top-notch employees ask for help when they need it!

Qualities Of Outstanding Employees

Forbes

- Outstanding employees don't rest on their educational credentials, job title or honors bestowed on them.
- They are open to new ideas no matter who suggests them.
- They share their own thoughts, not the conventional wisdom they've been taught by other people.
- They don't brag about themselves — that is a sign of fear!

~Earl Nightingale~

“The amount of money we receive will always be in a
Direct ratio to the demand for what we do,
Our Ability to do it, and
The difficulty in replacing us”



Martin Luther King

If a man is called to be a street sweeper,
He should sweep streets even as Michelangelo painted, or
Beethoven composed music, or
Shakespeare wrote poetry.

He should sweep streets so well that all the hosts of
Heaven and earth will pause to say, here lived a great street
sweeper who did his job well.”



Mary's Challenge For You!

- ▶ **Take Time to.....**
- ▶ **Provide Excellent Service for the Inside Out!**
- ▶ **Know your job!**
 - ▶ Review and Practice the Top 10 Qualities of a Top Notch Employee
 - ▶ Review and Learn the statutory laws for your jurisdiction
 - ▶ Procurement Code, Local Procurement Ordinance, your governing law, etc

Take Time to...Provide Excellent Service for the Inside Out!

- ▶ Set a goal to obtain your NIGP CPP, CPPB or CPPO Designations
- ▶ Develop Good Specifications
- ▶ Understand the difference between Procurement Methods
- ▶ Walk proud as a Procurement Professional
- ▶ Intentionally make honest and prudent decisions
- ▶ Strive to Be and Do Your Best in everything you do
- ▶ Serve your employer and customers well!



Provide Excellent Service for the Inside Out!

