



Quantum Associates, Inc  
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## INTERNAL CUSTOMER SATISFACTION WORKSHOP

REENGAGE YOUR EMPLOYEES IN JUST ONE DAY

### THE AMAZING POTENTIAL OF MANAGING INTERNAL CUSTOMER SATISFACTION...

Many times, organizations overlook the importance of collaboration and communication between their work groups in improving employee engagement. Work is completed by one group and “thrown over the wall” to the other downstream group with total disregard for the needs or requirements of the downstream group to whom the work is handed off. This workshop will help your employees understand the importance of developing internal supplier/customer relationships.

### TYPICAL BENEFITS

- Better coordination between the major work groups within your organization
- Clarification of work priorities
- Improved employee engagement
- Better understanding of internal customer requirements
- Establish quality and process metrics to meet requirements



**This one-day workshop will help your people understand the importance of treating other departments that receive their products or services as customers.**

### The Value We Provide

- **Provide proven tools and concepts to improve internal customer satisfaction**
- **90 days of Follow-up Support:**
- **Help your staff become more engaged in developing a plan to meet customer requirements and improve their functional processes**

Call today—847-919-6127, by email at [wcarter@quantumassoicinc.com](mailto:wcarter@quantumassoicinc.com) or text (708-278-1915) for more details and pricing.



Helping You Do More With Less

[www.quantumassocinc.com](http://www.quantumassocinc.com)