

# **Elevate Your Customer Service to New Heights with "Service Charter Standards: Service Excellence"**

In today's competitive business landscape, delivering exceptional customer service is more critical than ever before. "Service Charter Standards: Service Excellence" provides a comprehensive roadmap to establish and maintain world-class service standards, empowering businesses to delight customers and drive long-term success.

**Unveiling the Essential Elements of Service Excellence**


  
**PPRA**
  
 PUBLIC PROCUREMENT REGULATORY AUTHORITY

UPHOLDING PROCUREMENT STANDARDS

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**CITIZEN SERVICE DELIVERY CHARTER**

PPRA is committed to Timely, Efficient and Effective Service Delivery

SERVICES	REQUIREMENTS TO OBTAIN SERVICES/GOODS	CHARGES (KSH)	TIMELINES
Technical Support and Advisory services on enquiries about Public Procurement Law in Kenya:	<ul style="list-style-type: none"> <li>Contact PPRA via phone</li> <li>Email PPRA</li> <li>Face to face contact               <ul style="list-style-type: none"> <li>Send letter to PPRA</li> <li>Acknowledgement of receipt of letter</li> <li>Substantive response to enquiry</li> </ul> </li> </ul>	Free	Immediate 2 days Immediate 2 days 30 days
Provision of policy guidelines and standard procurement documents	<ul style="list-style-type: none"> <li>Download them PPRA website</li> </ul>	Free	Immediate
Consulting stakeholder	<ul style="list-style-type: none"> <li>Provide feedback on public procurement system</li> <li>Filing of petitions and co-operation</li> </ul>	Free	Annually As scheduled by PPRA
Carrying out procurement investigations	<ul style="list-style-type: none"> <li>Disclosure of information</li> <li>Customer complaints</li> <li>Agency requests</li> </ul>	Free	7 months
Reviewing of the Public Procurement complaints and Appeals	<ul style="list-style-type: none"> <li>Request for review by filling form RP within 14 days of               <ul style="list-style-type: none"> <li>Occurrence of the breach before award or</li> <li>Notification of the award</li> </ul> </li> </ul>	25,000-250,000	21 days
Provision of Review Board decision	<ul style="list-style-type: none"> <li>Make formal request</li> <li>Download from PPRA website</li> </ul>	Minimum 1,000 Free	1 day Immediate
Review of department requests	<ul style="list-style-type: none"> <li>Customer complaint</li> <li>Disclosure of information</li> </ul>	Free	6 months
Provision of sign language interpretation to PWDs	<ul style="list-style-type: none"> <li>Visit the Authority</li> <li>Attend PPRA stakeholder meeting</li> </ul>	Free	Immediate As scheduled by PPRA

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Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Director General, Public Procurement Regulatory Authority National Block Building, 11th Floor, Alexander Avenue, Nairobi PO Box 98555-00100 Nairobi Tel: +254 20 2211116/221117/22114205   Fax: 020 224577 Email: info@ppra.go.ke, feedback@ppra.go.ke Website: www.ppra.go.ke	<b>OR</b>	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers Opposite Aga Khan High School off Waiyaki Way, Westlands PO Box 30414-00100 Nairobi Tel: +254 20 2229004/2229005/2229006/22441111 (toll free) Email: justifications@ombudsman.go.ke Website: www.ombudsman.go.ke
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**MUDUMA KORA NI HAKI YAKO**



## Service Charter & Standards (Service Excellence Book

6) by Professor Mohamed Zairi

★★★★★ 5 out of 5

Language : English  
 File size : 13268 KB  
 Text-to-Speech : Enabled  
 Screen Reader : Supported  
 Enhanced typesetting : Enabled  
 Word Wise : Enabled



"Service Charter Standards" dissects the essential elements of service excellence, including:

- **Customer-Centric Culture:** Instilling a mindset that prioritizes customer satisfaction in every interaction.
- **Service Level Agreements:** Establishing clear and measurable standards that define the expected level of service.
- **Empowered Employees:** Providing employees with the autonomy and resources to resolve customer issues promptly.
- **Continuous Improvement:** Implementing a systematic approach to gather customer feedback and identify areas for improvement.

li>**Technology Integration:** Leveraging technology to enhance customer service efficiency and personalization.

## Crafting a Comprehensive Service Charter

The book guides readers through the process of creating a comprehensive service charter that outlines the specific standards and expectations for each customer touchpoint. This includes:

- **Establishing Service Level Objectives:** Setting specific, measurable, achievable, relevant, and time-bound goals for service performance.

- **Defining Service Standards:** Outlining the specific behaviors and actions that employees must adhere to when interacting with customers.
- **Monitoring and Measuring Performance:** Implementing a robust system to track and evaluate progress towards service level objectives.
- **Communicating the Charter:** Effectively sharing the service charter with employees and customers to ensure understanding and buy-in.

### **Empowering Employees to Deliver Exceptional Service**

"Service Charter Standards" emphasizes the crucial role of employees in delivering exceptional customer service. It provides practical strategies for:

- **Recruiting and Hiring for Service Success:** Identifying candidates with the right attitude and skills.
- **Training and Developing Customer Champions:** Providing employees with the knowledge and skills to exceed customer expectations.
- **Motivating and Recognizing Service Excellence:** Implementing recognition programs that reward outstanding performance.

### **Continuous Improvement: A Journey towards Service Excellence**

The book advocates for a continuous improvement mindset, with a focus on:

- **Gathering Customer Feedback:** Collecting and analyzing customer feedback to identify areas for improvement.

- **Analyzing Performance Data:** Monitoring service level metrics to track progress and identify trends.
- **Making Data-Driven Decisions:** Using insights from customer feedback and performance data to make informed decisions about service improvements.

## **Case Studies: Real-World Success Stories**

"Service Charter Standards" showcases real-world examples of organizations that have successfully implemented service charters to achieve exceptional results. These case studies provide valuable insights into:

- **Strategy Development:** How to develop and implement a service charter that aligns with business objectives.
- **Program Implementation:** The challenges and key success factors associated with rolling out a service charter.
- **Sustained Improvement:** Strategies for maintaining and improving service levels over time.

"Service Charter Standards: Service Excellence" is an invaluable resource for businesses seeking to elevate their customer service to new heights. Its practical insights, proven strategies, and real-world examples empower organizations to create a culture of service excellence, drive customer satisfaction, and unlock long-term business success. By investing in this book, businesses make a commitment to delivering exceptional service and reaping the rewards that come with it.

**Free Download Your Copy Today!**

Unlock the secrets of service excellence and transform your customer interactions with "Service Charter Standards: Service Excellence." Free Download your copy today and embark on the journey to delivering world-class customer experiences.



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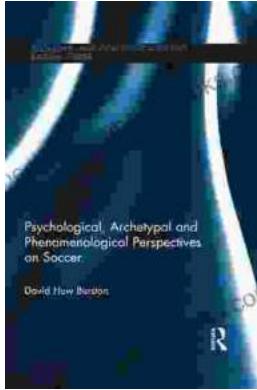
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