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Elements and Performance Criteria1 Plan to meet internal and external customer requirements Investigate identify assess and include the needs of customers in planning processes Ensure plans achieve the quality time and cost specifications agreed with customers Ensure delivery of quality products and services Deliver products and services to customer specifications within organisation s business plan Monitor team performance to consistently meet the organisation s quality and delivery standards Assist colleagues to overcome difficulty in meeting customer service standards Monitor adjust and review customer service Develop and use strategies to monitor progress in achieving product and or service targets and standards Develop and use strategies to obtain customer feedback to improve the provision of products and services Develop procure and use resources effectively to provide quality products and services to customers Make decisions to overcome problems and to adapt customer services products and service delivery in consultation with appropriate individuals and groups Manage records reports and recommendations within the organisation s systems and processes BSBCUS501C Manage Quality Customer Service ,2012 BSBCUS501A Manage Quality Customer Service Learner Guide Pearson Scope Staff,2010-05-04 This Learner Guide addresses the competency

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