



PECB Certified Lead Customer Satisfaction Manager

Master the management of Customer Satisfaction based on ISO 10004

Why should you attend?

Lead Customer Satisfaction Manager training enables you to acquire the expertise to support and lead an organization and its team to successfully understand, monitor, measure and manage customer satisfaction based on ISO 10004. During this training course, you will also gain comprehensive knowledge of the best practices of Customer Satisfaction and be able to effectively apply them in an organization to meet and/or exceed customer expectations.

After mastering all the necessary concepts of Customer Satisfaction, you can sit for the exam and apply for a “PECB Certified Lead Customer Satisfaction Manager” credential. By holding a PECB Certificate, you will be able to demonstrate that you have the professional capabilities and competencies to effectively manage customer satisfaction in an organization.

Course agenda

DURATION: 5 DAYS

Day 1: Introduction to ISO 10004 and quality management guidelines for monitoring and measuring Customer Satisfaction

Day 2: Plan Customer Satisfaction Management

Day 3: Manage Customer Satisfaction

Day 4: CSM maintenance, continuous improvement and preparation for a certification

Day 5: Certification Exam

General information

- Certification fees are included in the exam price
- Training material containing over 450 pages of information and practical examples will be distributed
- A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued
- In case of exam failure, you can retake the exam within 12 months free of charge