

ELEVATION

Transformed quality framework and approach accelerates our Energy client to the top of the Citizens Advice Customer Service Performance League Table



**+25%
CSAT**

Challenge

Our client's previous quality frameworks were highly process driven and did not focus on any soft skills, meaning those using it were unable to measure true quality and ultimately this impacted performance.

Solution

DDC's Quality Experts created a new quality framework to pull out the true version of the holistic service offering, which helped to identify the focus areas for improving performance. DDC's new framework included all measurable areas within quality; process, compliance and customer experience. DDC were asked to roll this new framework and approach out to the clients wider support team, due to the success DDC had.



**+45%
NPS**



**+25%
CSAT**

Result

By creating a new quality framework, we were able to coach our energy specialists appropriately which led to increases in performance areas such as; CSAT which increased by 25% and NPS by over 45%.