

What does excellence really look like? Tangible examples of quality in Customer Service

CSGUK Annual Conference 14 November 2014

Magic Circle, Euston, Central London

We all aspire to provide excellent customer service, but what does excellence really look like? How do we work out what excellence means in our institution, and how do we attain it? If we are delivering quality – how do we know and how do we prove it? Join Customer Services Group UK (formally the M25 Customer Services Group) at our first National conference to explore these themes in a truly enchanting venue.

We are delighted to have two senior leaders from within HE as our keynote speakers. Ian Creagh (Head of Administration and College Secretary at King’s College London) will open the conference with discussion on the importance of organisational culture in establishing excellence. Jenny Share (Secretary and Registrar at Leeds Beckett University) has been a part of a rare achievement in achieving accreditation for Customer Service Excellence across the whole institution, and so will provide an inspiring start to our afternoon.

Throughout the day we will have award-winning speakers from both HE and the public sector discussing the tangible changes they made to achieve excellence. There will be time to network with colleagues, to find out about the work of CSGUK and get involved, and even a small exhibition with training providers and accreditors who can talk about gaining recognition for your work. Now that’s magic!

Programme

Date	14 th November 2014	
Time	Item	Speaker
9.00-9.30	Registration & refreshments	
9.30-9.45	Opening remarks and the work of CSGUK	Erin Caseley Chair of CSGUK
9.45-10.30	Keynote speaker Setting the organisational culture for award winning customer service	Ian Creagh Head of Administration and College Secretary, King’s College London
10.30-11.15	‘Compliance Plus’ Culture	Customer Services Team from King’s College London
11.15-11.40	Refreshments	
11.40-12.35	Customer Journey Mapping for excellence	Judith Andrews Birmingham City University
12.35-1.05	THELMA award at the University of Sheffield	Lynn Sykes University of Sheffield
1.05-2.05	Lunch	Exhibition

2.05-3.05	Keynote speaker "Customer Service Excellence – Making it Real"	Jenny Share, Secretary and Registrar, Leeds Metropolitan University
3.05-3.35	<p>Choice of workshops</p> <p>Workshop one "Providing excellent customer services at Loughborough: refurbishment case study on the importance of marketing (2013 – 2014)"</p> <p>"Engagement and consultation – the reality at Lincoln"</p> <p>Workshop two Improving services using Lean Methodology</p> <p>Workshop three Customer Journey Mapping exercise</p>	<p>Workshop one Matthew Cunningham, Loughborough University</p> <p>Lesley Thompson and Faye Cleminson University of Lincoln</p> <p>Workshop two Beth Parry, University of Leeds</p> <p>Workshop three CSGUK</p>
3.35-4.00	Refreshments and networking	
4.00-4.30	"Our journey to excellence"	Karen Everett, Ben Wyatt Shepway Council
4.30-4.40	Round up and close	Libby Homer Vice Chair of CSGUK

Location

The Magic Circle is located at 12 Stephenson Way, London NW1 2HD

Nearest Railway Station: London Euston

Nearest Tube Stations: Euston – Victoria Line, Northern Line

Euston Square – Hammersmith & City Line, Circle Line, Metropolitan Line

Warren Street – Victoria Line, Northern Line

Booking arrangements

Last year's conference sold out rapidly, so please book early to avoid disappointment.

The delegate fee is just £90. Please book your place at: <http://tinyurl.com/p9944z5>

If you have any questions about your booking please email libraryadmin@kcl.ac.uk