

QUEST SERIES

QNET presents:

Lean Customer Service

Monday, October 28, 2013 – 11:30 a.m. to 1:30 p.m. – Luncheon Presentation

Location: QNET - Suite 660, 175 Hargrave Street, Winnipeg

Whether you are a product or service based company (or both), customer service is a key ingredient to growing your business. However, in a recent Time Magazine article, 80% of companies polled stated that they delivered “superior” customer service, while only 8% of their customers agreed.

Find out how service organizations can adopt Lean Thinking to enhance customer value and continually improve performance.

At this luncheon presentation, you will learn:

- The challenges customers face with getting the service they need.
- The key barriers for organizations delivering exceptional customer service.
- How to apply the five principles of Lean Thinking (based on the book by Womack and Jones) to Customer Service.
- How to get started using LEAN to improve customer service.

Presenters: **Murray Grant** is President of MasterKey Business Solutions, a Manitoba based management consulting and training company specializing in business, sales and service excellence. His professional experience spans over 28 years in executive sales, business development, and management consulting. Murray has provided consulting services and deployed Quality and Lean thinking programs in a broad range of industries. **Tamara Johnston** is the Marketing Manager for MasterKey Business Solutions. She has provided media, marketing, and consulting services for clients across Canada.

This session is presented by QNET in partnership with APICS Winnipeg Chapter and Industry Workforce Development, Manitoba Entrepreneurship Training and Trade.

REGISTER NOW - Fax this form to (204) 949-4990 or register online at www.qnet.ca

Fee: (includes a light lunch) \$39.00 + GST for Members of: QNET APICS \$49.00 + GST for Non-Members

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Cancellations (by the attendee) must be received in writing no later than 6 business days prior to the session. After that time, the full registration fee will apply. Substitutions are accepted at any time. Invoices will be sent for non-attendance. All funds are charged in Canadian dollars. If the session is cancelled / postponed by QNET and you have already paid for the session, you will receive a credit by email – you can apply this to your credit card or request a refund cheque. QNET is a Scent-Free Zone: Due to the chemical sensitivity of some of our clients, we ask that you refrain from wearing perfume, sprays, or cologne at the QNET Office.



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