

Customer Centricity-An E-Program

Date: 2017-06-26 - 2017-08-12

Venue:

Overview

Customer Centricity is one of the core organizational values that drive business excellence and its strategic value is well understood by the leadership teams of group companies.

It is however of vital importance to build this awareness among those who are the face of any company - Store Managers, Customer Relationship Officers, Sales Executives, Service Officers and others who through direct contact with the customer, are responsible for building the image of a company and a brand in the actual moments of truth that each of them is a part of. For it is through these moments of truth that our customers will get tangible evidence of our customer promise - "Develop, Deliver, and Delight".

To help front line employees imbibe the message and philosophy of customer centricity effectively, TMTC now offers this online learning solution that makes it possible to reach the audience that is right for it, at their locations.

Who Should Attend

Front-line employees such as Store Managers, Customer Relationship Officers, Sales Executives, and Service Officers will benefit from this program. Professionals from other functions with a keen interest in understanding Customer centricity, are welcome to apply as well. We also invite companies that are trying to build a customer centric culture, to nominate a cross functional team.

Fees

Rs. 15,000 /- (Fifteen Thousand only) per participant plus taxes as applicable.

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