

Internal Customer Service

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The Challenge

Minimizing bottlenecks and conflict between departments.

What causes it? Bottlenecks between people or departments are often caused by disagreements on how a process should work or unspoken expectations on a process. Sometimes agreements on how something will be done are in place, but not being followed. Differing priorities (multiple departments with different goals) can also create frustration.

You know it when you see it: Client dissatisfaction, quality or safety issues, or when a task takes entirely too long to be completed can all originate with inter-departmental challenges. Breakdowns are common between operations and sales or administration. Be wary of departments that rely on each other for work but rarely collaborate much less engage in friendly conversation.

Assess your company...

We need to eliminate slowdowns caused by bottlenecks and frustrations between departments.

I am tired of hearing complaints from one department about another.

Internal Customer Service

Recommendation

Do not ignore inter-departmental challenges but rather acknowledge the issue and get to the root of the problem.

Bring representatives from each department together to collaborate on:

- Mapping the current workflow between departments
- Identifying what is working well and what is not
- Designing a new workflow process
- Identifying roles, responsibilities, and timelines
- Handling complaints between departments

The EXCELERANT Option



We work with teams to create a better internal and external customer-experience. We do this in a pragmatic way that “fits” your unique culture, respects your expertise and helps you get work done.

Through coaching and facilitation, we focus on:

- Solving the underlying issues together with the people who are impacted
- Identifying and documenting who will do what by when
- Ensuring communication to all personnel involved so the solution can be implemented

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Write the name of your major teams or departments in each box.
In the spaces between each box, answer the answer below.

HOW WELL DO THESE TEAMS
WORK INTERNALLY?

HOW WELL DO THEY
SERVE EACH OTHER?

Internal Customer Service

IDENTIFY
the critical processes

WHO (INDIVIDUAL or TEAM)
is involved in this process?
