



Awards Application Deadline: April 20th, 2018

Awards Overview



Community Service Award

This award recognizes significant voluntary contribution and dedication to the society including government sponsored activities, humanitarian causes and/or environmental involvement



Customer Centric Culture Award

Customer centric culture is based on the foundation of communication, accountability, systems and skills. A unique approach to problem solving focused on positive customer experience from pre-sales to execution to post sales.



Innovation Award

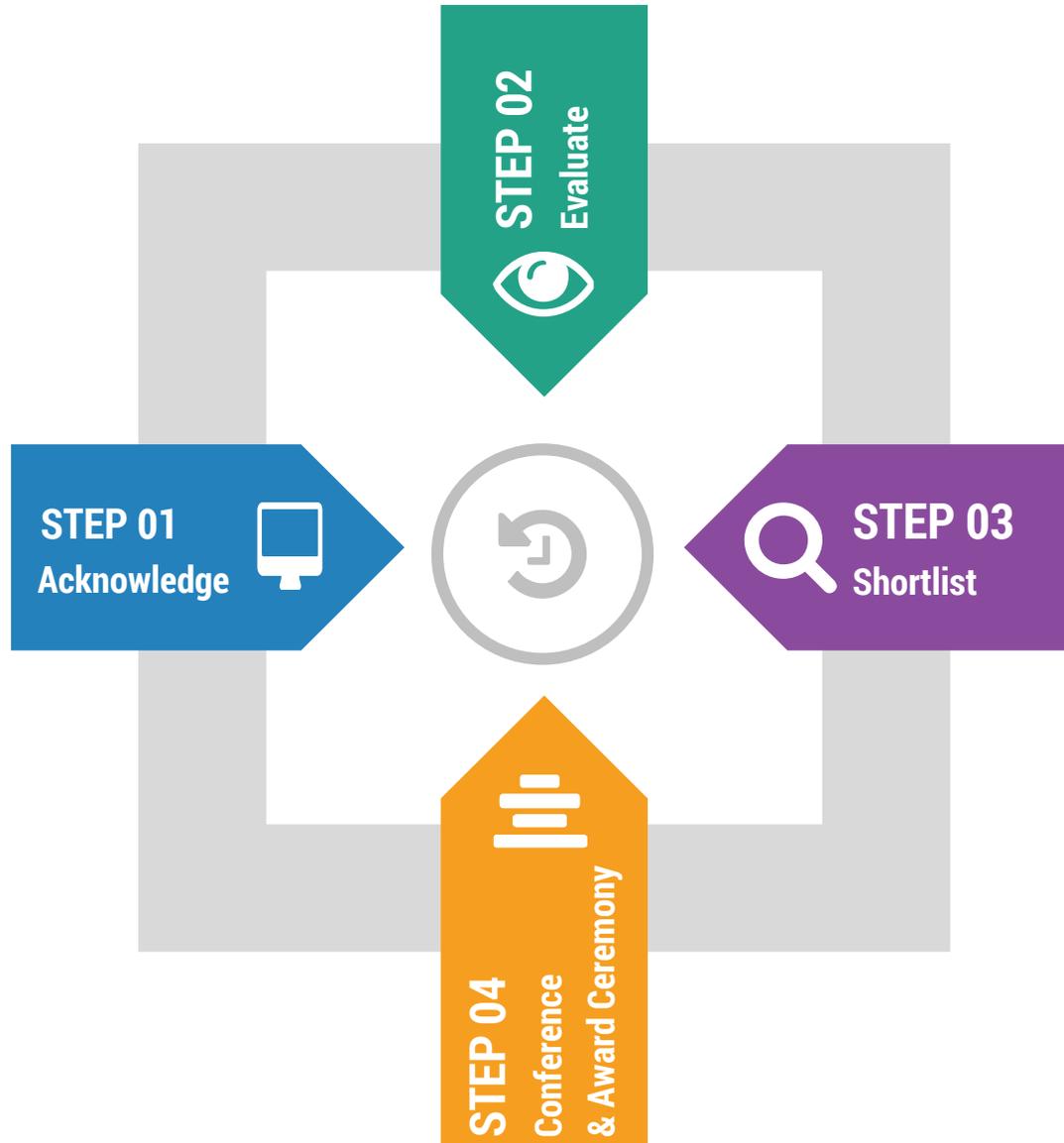
Innovation in customer service is a vital and continuous effort to make customers aware of the new or improved services and communicating these effectively. Adopting an exceptional outlook too add value to the internal and external clients of the company.



Diversity and Inclusion Award

Organizations need to acknowledge the need to become as diverse as the world is becoming. This award will recognize the effort showed to improve and enhance the diversity and inclusion programs internally and externally to improve customer experience.

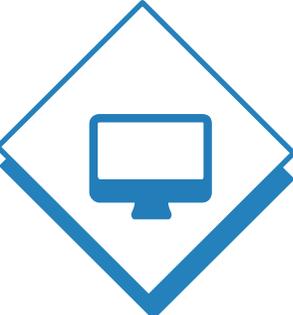
Selection process



- 01 Acknowledge**
An acknowledgement of the nomination will be received by the organization once received by CSPN
- 02 Evaluate**
CSPN will evaluate the nomination package including the evidences and recommendations provided demonstrating your organization's contribution towards the awards category
- 03 Shortlist**
Once your nomination is shortlisted by our judging panel, the relevant teams in your organization will be asked to attend the conference for the awards distribution ceremony
- 04 Conference and Award Ceremony**
The winning organization will be awarded with a trophy at the ceremony along with a special feature in our monthly newsletter

Criteria

1. Community Service Award



Initiative

Willingness to respond to the community's requirements



Innovation

The approach used by the nominee to approach the activity



Impact

What kind of positive impact was made through the activity?



Commitment

Demonstrate current and continuous involvement



Inspiration

Willingness to involve other members in the community to join the initiative



Leadership

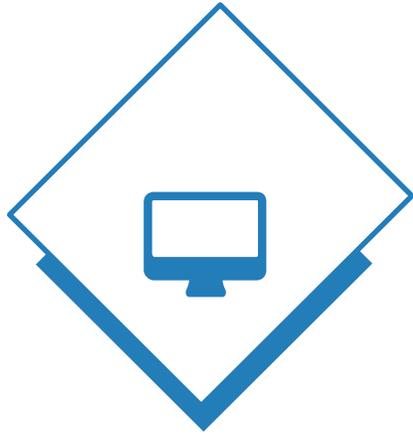
How is the nominee developing leadership capacity?



Overview

What makes the nominee's overall contribution unique, innovative and worthy of this award?

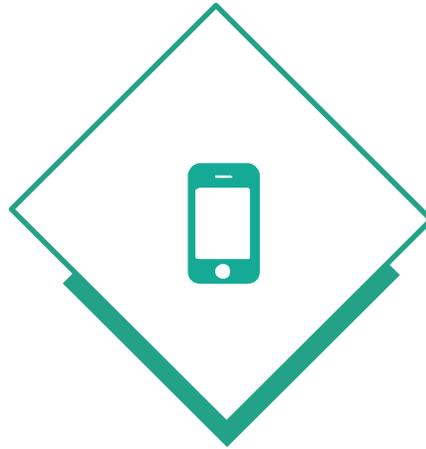
2. Customer Centric Culture Award



Accountability

The belief that the customer comes first and the needs are adhered to in an effective manner.

Responsibility is taken by the staff and the desire to address and solve the issue as of their own. Were there any innovative products developed around customer's needs and wants?



Planning

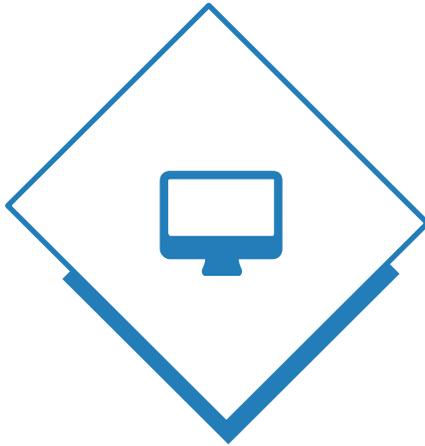
Effective development of customer strategy concentrated on retention of customers and profitability. What new/ unique approaches were developed to achieve the above?



Impact

With a focus on customer strategy, what kind of relationships have been developed with the customers to further enhance their experience?

3. Innovation Award



Technology

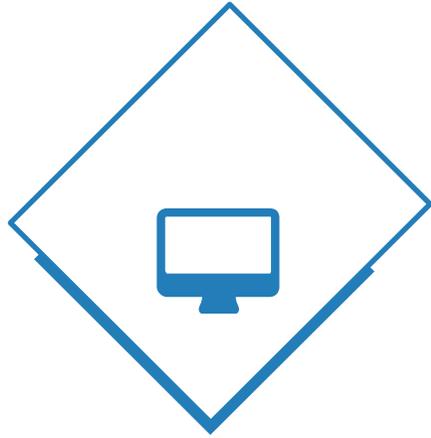
Is the technology adopted by the organization making the customer experience fast, reliable and easy? What kind of new advancements have been implemented by the organization to improve customer service? Is the technology continuously evolving with the changing market demands?



Affordability

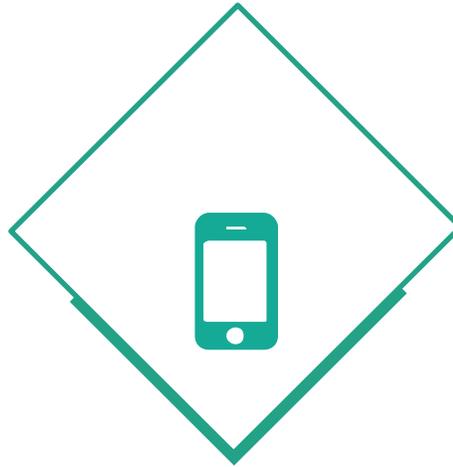
Has the innovation effectively reduced costs for the organization? How easy was it for the staff to adapt to the technological changes? Were there any trainings involved to use it efficiently?

4. Diversity and Inclusion Award



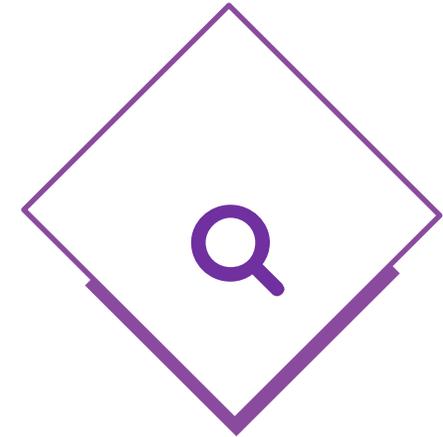
Collaboration

What kind of policies are incorporated internally and externally to tailor the services to include diversity in the customer experience strategy? How is the shifting cultural climate blended with the current approaches undertaken by the organization?



Creativity

What kind of a unique customer service inclusion models have been worked well within your organization internally and externally?



Initiative

Has the organization provided any internal trainings to increase awareness within the members of the staff or to undertake special programs to deal with such customers more effectively?

Next Steps...



- 1) **Fill the nomination form on our website [here](#) to register your interest**
- 2) **Get your team to gear up to attend the conference and awards**
- 3) **Contact CSPN for special group prices**
- 4) **And GOOD LUCK!**