



2017 Organisation Nomination Form

The form below must be completed for all organisation nominations for the 2017 Australian Service Excellence Awards. Once you have completed Sections B to D, you will need to upload your submission via our website (www.csia.com.au/nominate). If you have any questions, feel free to contact CSIA at awards@csia.com.au or call 1300 912 700.

Section A

Nominator Details

Note: This section is to be completed online when you upload your completed submission (i.e. this form).

Section B

Category

If your organisation is submitting across multiple categories, a separate form must be completed for each nomination. Please select only ONE (1) box below.

- Customer Service Project of the Year
- Customer Service Team of the Year
- Customer Service Organisation of the Year - Large Business
- Customer Service Organisation of the Year - Medium Business
- Customer Service Organisation of the Year - Small Business
- Customer Service Organisation of the Year - Government
- Customer Service Organisation of the Year - Not for Profit
- Service Excellence in a Large Contact Centre
- Service Excellence in a Medium Contact Centre
- Service Excellence in a Small Contact Centre



Section C

Judging Criteria

The five sections below should be used to explain the project, team or organisation's performance, and why you feel it should be considered for the relevant award category.

The questions that we ask are related to the core elements of the International Customer Service Standard (ICSS: 2015-2020). We'd recommend reviewing the Standard as a way of familiarising yourself with some of the issues and factors that may be considered in judging your submission. Where possible, please provide specific examples of how the project, team, or organisation against the core elements of the Standard, as referenced below:



Learning and growth perspective

Culture

How do you create a culture of customer service and what do you put into it?



Operational perspective

Consistency

How do you ensure consistency in the delivery of customer service?



Service perspective

Quality

How do you deliver a high quality of customer service in your organisation?



Financial perspective

Performance

How does customer service impact business performance?

We've created this document to allow you to complete the form quickly and easily, but we do set a maximum word count for your submission — no more than 2,500 words.

Any accompanying documentation or collateral that you feel is relevant is not included in this word count. Please supply your supporting documents separately when you submit your nomination online.

It is important to note that you can attach a maximum of three files (including this nomination form) when uploading your submission online.



Overview of project, team, or organisation Word count 500

Please provide an explanation of the project, team, or organisation and why you feel that they should be considered for an ASEA.



Learning and growth perspective Word count 500

How has the project, team, or organisation improved the skills and talents of staff to deliver superior customer service? How have they ensured that the organisation overall is delivering customer service excellence?



Operational perspective Word count 500

How has the project, team or organisation ensured a consistent level of customer service within the organisation? How has the project, team or organisation been innovative in ensuring a better level of customer service? How have they ensured after sales service is delivered?



Service perspective - Word count 500

How has the project, team, or organisation worked with customers, suppliers and partners to deliver a better quality of product or service for the organisation? If applicable, how have they used market trends and industry best practice to deliver better customer service? How has it built long-term relationships with customers?



Finance and governance perspective - Word count 500

How has the project, team or organisation created growth in revenue, cost efficiencies and profit for the organisation in delivering superior customer service? If applicable, how has corporate social responsibility played a role in this?



Section D - Authorisation to Nominate

In order to ensure that your nomination submission can progress, it's important for us to know that you have the full support of your organisation in submitting. This section is to be completed by an authorised representative of the organisation (e.g., CEO).

I acknowledge and confirm my support for this nomination

Name of Authorised Organisation Representative

Job Title

Phone (business)

Mobile

Email Address