

CSIA champions customer service in 2016

Australia's leading independent customer service organisation, the [Customer Service Institute of Australia](#) (CSIA) looks to an exciting year ahead under new ownership.

CSIA remains based in North Sydney under the leadership of the existing executive team, including recently appointed CEO Anouche Newman. "We are delighted to establish the CSIA as a truly independent organisation and to continue to pursue our vision for continued improvement in customer service for Australian businesses and individuals," said Newman.

"As the nation's peak customer service body, we are passionately committed to delivering world-class education, certification and practical support to our valued members and clients in 2016 and beyond."

This year will see CSIA further increase its membership offering and host the milestone 15th annual Australian Service Excellence Awards to recognise best practice leaders from around the country. Award details will be announced soon.

For more information, please visit www.csia.com.au.

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About Customer Service Institute Australia

Founded in 1997, Customer Service Institute of Australia is the country's leading independent customer service organisation. CSIA believes that great customer experience is fundamental to every business, and supports organisations and individuals with best-practice know-how, international recognition and practical support. The goal of this Sydney-based institute is to help people see the world through a customer lens.