

Testimonials



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

“In the end we are here to make our members – our customers - more profitable, and if that’s the way we judge our business then we are very successful. However, we knew there were things we could do better. Customer 1st offered us unbiased comment. Subsequently, we’ve been promoting Customer 1st as a pragmatic, excellent value-for-money process to our membership.

**- Wayne Burton,
Appliance Connexion**



To find out how this unique business tool will make your company more successful, contact the Telarc Customer Service Centre on 0800 004 004 or email: admin@telarc.co.nz

“The other ISO 9000-based systems were focussed on process, which was certainly part of what we wanted, but Customer 1st emphasised the client as the purpose of the process, not just an accessory to it.”

**- John Cooney,
Central Otago District Council**

“On a day-to-day basis, our staff are judging themselves on how they’re delivering to our customers. They’re also judging us as managers and marketers on the support we’re providing our customers. More and more, I see staff taking on a customer advocate role – working alongside the customer to persuade us to provide customers with what they need to do their job.”

**- Philip Vodanovich,
PPG Industries (NZ) Limited**

“We had done several external training programmes in the past, but they were mainly product-based, rather than directly service-based. While there was no single issue we were looking to address, Customer 1st came to us at just the right time. This was an opportunity to concentrate on people both inside and outside the business to make sure we were on the right track.”

**- Murray Steele,
Murray Steele 100% Appliances Limited**