## TSC Category
Learning Management

## TSC Description
Develop a service framework to manage and address service challenges, and partner with partners to deliver service excellence

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td>Build customer confidence in the organisation and to develop customer relationships that build customer loyalty. It also involves the know-how of handling service opportunities and escalated service challenges</td>
<td>TAE-CEX-3010-1.1</td>
<td>TAE-CEX-4010-1.1</td>
<td>TAE-CEX-5010-1.1</td>
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<tr>
<td>Establish and maintain relationships to enhance service excellence, which includes implementing continual improvements to strengthen relationships with service partners</td>
<td>Establish partnerships that are necessary to the organisation in delivering service excellence and to enhance the service operations process</td>
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### Knowledge
- Methods to develop knowledge of organisation’s product or service offering
- Methods to establish customer rapport
- Types of post-sales follow up
- Types of service opportunities and escalated service challenges
- Methods to respond to service opportunities and escalated service challenges
- Methods to evaluate the success of implemented service innovation ideas
- Methods to develop knowledge of organisation’s product or service offering
- Methods to establish customer rapport
- Types of post-sales follow up
- Types of service partners
- Methods to strengthen collaborations with service partners
- Techniques to evaluate performance of partnerships
- Strategies to establish value creating partnerships
- Types of service partners
- Methods to strengthen collaborations with service partners
- Techniques to evaluate performance of partnerships
| Abilities                                                                 | • Continually enhance knowledge of organisation’s product or service offerings and customer profile  
|                                                                        | • Establish customer rapport to build customer confidence  
|                                                                        | • Provide post-sales follow up  
|                                                                        | • Respond to service opportunities and escalated service challenges to reinforce customers’ confidence in the organisation  
|                                                                        | • Establish and maintain relationships with service partners to enhance service excellence  
|                                                                        | • Update service partners on the organisation’s vision, mission, values and customer-focused strategy  
|                                                                        | • Share with service partners the organisation’s service standards and key performance indicators (KPIs) for service partners  
|                                                                        | • Share industry knowledge and experience with service partners  
|                                                                        | • Assess performance of service partnerships to identify areas of improvement  
|                                                                        | • Implement continual improvements to strengthen relationships with service partners  
|                                                                        | • Communicate reasons for continual improvements to service partners  
|                                                                        | • Communicate continual improvements to team  
|                                                                        | • Obtain feedback from service partner on improvements  
|                                                                        | • Monitor service partners’ performance after implementation of continual improvements  
|                                                                        | • Establish value creating partnerships with service partners to achieve organisational service excellence  
|                                                                        | • Identify the value which the alliance would bring to each party  
|                                                                        | • Develop clarity and reasons for partnership  
|                                                                        | • Develop and maintain trust which may include:  
|                                                                        | • Create clear and robust partnership arrangements  
|                                                                        | • Strengthen collaborations with service partners to enhance performance to achieve the organisation’s service standards  
|                                                                        | • Evaluate performance of service partners and their contributions to the organisation’s service standards  
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