

Has your company's claim handling process been implemented smoothly and effectively?

- Are you fully aware of the importance of claim handling to customer satisfaction?
- Do you thoroughly understand steps for effectively handling customers' complaints both inside and outside the company?
- Do you deeply comprehend each customer group's unique concerns in order to tailor appropriate claim handling strategies?

"Claim handling skill" training course at AIMNEXT VIETNAM could help you deeply understand the roles of claim handling to customer satisfaction. Besides, this course also equips you with full knowledge of the process and methods to effectively deal with each specific customer groups.

★ Improve claim handling skill to strengthen customer satisfaction ★

CLAIM HANDLING SKILL

**Target: Managers and staffs in departments that directly contact to clients
(sales department, customer care department etc.)**

Training Venue: At client's company as required (2 days)

Objectives

- Enhance the awareness of the importance and impacts of claim handling to customer satisfaction.
- Understand steps for implementing claim handling process.
- Strengthen communication skill and ways of handling customers.

Content

Part 1: What is customer satisfaction (CS)?

- What is customer satisfaction?
- Identify customer needs, wants and demands
- Key factors strengthening customer satisfaction

Part 2: Customer claim & The structure of claim handling system

- What is customer claim? The meaning of claim handling
- ISO 10002 standard and PDCA cycle
- Steps of claim handling process based on ISO 10002 standard.

Part 3: Effective claim handling process

- External claim handling process
- Internal corrective action process
- Product withdrawal process

Part 4: Customer complaint behavior & Communication skill for handling claims

- Customer complaint behavior
- Communication skill
- Ways of handling each specific customer groups

Part 5: Action Plan

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