

ILM Endorsed Service Quality and Excellence

Customer Service Management

Course Overview

ILM Endorsed Service Quality and Excellence: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and live online.

What You Will Achieve

- Explain the core principles and current good practice in ILM Endorsed Service Quality and Excellence
- Apply practical tools and techniques for ILM Endorsed Service Quality and Excellence in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine ILM Endorsed Service Quality and Excellence in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Setting the scene: ILM Endorsed Service Quality and Excellence in today's organisation
2. Key concepts and the language of ILM Endorsed Service Quality and Excellence
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating ILM Endorsed Service Quality and Excellence with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
9 to 13 Nov 2026	Lagos	\$1,395
16 to 20 Nov 2026	Pretoria	\$1,550
30 Nov to 4 Dec 2026	Harare	\$1,550

LTC Consultants

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.