Measuring and Managing Customer Satisfaction ISO 9001 and Beyond

Customer Service Management

Course Overview

Measuring and Managing Customer Satisfaction ISO 9001 and Beyond: a 5-day professional training course from LTC Consultants, delivered in-classroom across...

What You Will Achieve

- Explain the core principles and current good practice in Measuring and Managing Customer Satisfaction ISO 9001 and Beyond
- Apply practical tools and techniques for Measuring and Managing Customer Satisfaction ISO 9001 and Beyond in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Measuring and Managing Customer Satisfaction ISO 9001 and Beyond 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: Measuring and Managing Customer Satisfaction ISO 9001 and Beyond in today's organisation
2. Key concepts and the language of Measuring and Managing Customer Satisfaction ISO 9001 and Beyond
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 Measuring and Managing Customer Satisfaction ISO 9001 and Beyond 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)
2 to 6 Nov 2026	Lusaka	**$1,395**
16 to 20 Nov 2026	Maputo	**$1,650**

30 Nov to 4 Dec 2026	Johannesburg	**$1,650**

LTC Consultants
Suite 601, Block 2, Monument Office Park, 79 Steenbok Ave, Monument Park, Pretoria, 0181, South Africa
+27 68 403 2806 | info@ltcconsultants.net | ltcconsultant.co.za
Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.