



We've done it again!

We are delighted to announce that on 26th January 2017, Print Image Network achieved **Compliance Plus** for the third time since receiving **Customer Service Excellence Standard** status. Awarded for excellence in Customer Insight, we have demonstrated greater understanding of our customers' needs and preferences, through customer liaison and contract management.



We couldn't have done it without our customers!

As part of the surveillance visits our CSE assessor randomly contacted our customers. This was our last visit before full reassessment in 2018, so we are delighted with their response. They had some wonderful things to say.



Continuing to keep our customers satisfied

The **Customer Service Excellence Standard** tests in great depth areas that research has shown to be a priority for customers. Its main areas of focus include delivery, timeliness, information, professionalism and staff attitude. Emphasis is also placed on developing customer insight, understanding the user's experience and implementing robust measurement of service satisfaction.

This has been an excellent surveillance visit for Print Image Network and the pre-assessment documentation which was sent to the Assessor was exemplar. Print Image Network use the CSE framework effectively and have seen the impact in terms of self-reflection, reviews of service and ensuring continuous improvement. The Assessor looks forward to next year in order to carry out their three year review.

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