

This is to certify that

University of Strathclyde - Library and Information Resources

Andersonian Library, Curran Building, 101 St James Road, Glasgow, G4 0NS

has been awarded

Compliance Plus for Customer Service Excellence

in the following areas

- 1.1.2 We have developed customer insight about our customer groups to better understand their needs and preferences.
- 1.1.3 We make particular efforts to identify hard to reach and disadvantaged groups and individuals and have developed our services in response to their specific needs.
- 1.3.1 We use reliable and accurate methods to measure customer satisfaction on a regular basis.
- 1.3.5 We have made positive changes to services as a result of analysing customer experience, including improved customer journeys.
- 2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.
- 2.1.6 We empower and encourage all employees to actively promote and participate in the customer-focused culture of our organisation.
- 2.2.1 We can demonstrate our commitment to developing and delivering customer focused services through our recruitment, training and development policies for staff.
- 2.2.2 Our staff are polite and friendly to customers and have an understanding of customer needs.
- 2.2.3 We prioritise customer focus at all levels of our organisation and evaluate individual and team commitment through the performance management system.

Certificate Number 19/0898	Date Achieved 21st November 2024	Issue Date 26th November 2024	Signed HDaly
Project Number 24/0085	Expiry Date 21st November 2025	Revision 0	on behalf of Centre for Assessment Limited

Certificate 1 of 2 - To be displayed with main certificate

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University of Strathclyde - Library and Information Resources

Compliance Plus for Customer Service Excellence Continued:

- 2.2.4 We can demonstrate how customer-facing staffs' insight and experience is incorporated into internal processes, policy development and service planning.
- 2.2.5 We value the contribution our staff make to delivering customer focused services, and leaders, managers and staff demonstrate these behaviours.
- 3.2.1 We provide our customers with the information they need in ways which meet their needs and preferences, using a variety of appropriate channels.
- 3.2.2 We take reasonable steps to make sure our customers have received and understood the information we provide.
- 3.3.1 We make our services easily accessible to all customers through provision of a range of alternative channels.
- 3.3.2 We evaluate how customers interact with the organisation through access channels and we use this information to identify possible service improvements and offer better choices.
- 3.3.3 We ensure that where customers can visit our premises in person, facilities are as clean and comfortable as possible
- 3.4.1 We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers
- 3.4.3 We interact within wider communities, and we can demonstrate the ways in which we support those communities
- 4.1.2 We monitor and meet our standards, key departmental and performance targets, and we tell our customers about our performance.
- 4.2.4 We have developed and learned from best practice identified within and outside our organisation, and we publish our examples externally where appropriate.
- 4.2.3 We can demonstrate that we benchmark our performance against that of similar or complementary organisations and have used that information to improve our service.
- 4.3.2 We have an easy to use complaints procedure, which includes a commitment to deal with problems fully and solve them wherever possible within a reasonable time limited
- 5.2.2 We identify individual customer needs at the first point of contact with us and ensure that an appropriate person who can address the reason for contact deals with the customer.
- 5.2.3 We promptly share customer information with colleagues and partners within our organisation whenever appropriate and can demonstrate how this has reduced unnecessary contact for customers.

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Certificate 2 of 2 -To be displayed with main certificate

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