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Service excellence — Designing excellent service to achieve outstanding customer experiences

*Excellence de service — Concevoir un service d'excellence pour des
expériences clients exceptionnelles*



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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

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This document was prepared by Technical Committee ISO/TC 312, *Excellence in service*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

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Introduction

Customer expectations in today's competitive world have changed and are constantly evolving and growing. In order to maintain and increase their customer base, organizations must create better and more differentiated customer experiences. For this reason, it is essential for organizations to understand customer expectations, needs, wishes, problems and experiences. These are used as inputs for service design.

Excellent service is key to achieving outstanding customer experience, which leads to customer delight. Building a better and continuous relationship with customers through excellent service differentiates the organization from its competitors.

ISO 23592 defines service excellence as an organization's capability that enables "individual excellent service provision" (Level 3) and "surprisingly excellent service provision" (Level 4) in the service excellence pyramid shown in [Figure 1](#). Compared to "service excellence" as an organization's capability, this document describes "excellent service" as an offering with individual and surprisingly excellent service performed between the organization and the customer. This facilitates the creation of outstanding customer experiences by the organization to achieve customer delight. The delivery of excellent service requires a foundation comprising a "core service proposition" (Level 1) and "customer feedback management" (Level 2) to ensure customer satisfaction, as shown in [Figure 1](#). These are described in International Standards such as ISO 9001, ISO 10002 and ISO/IEC 20000-1.

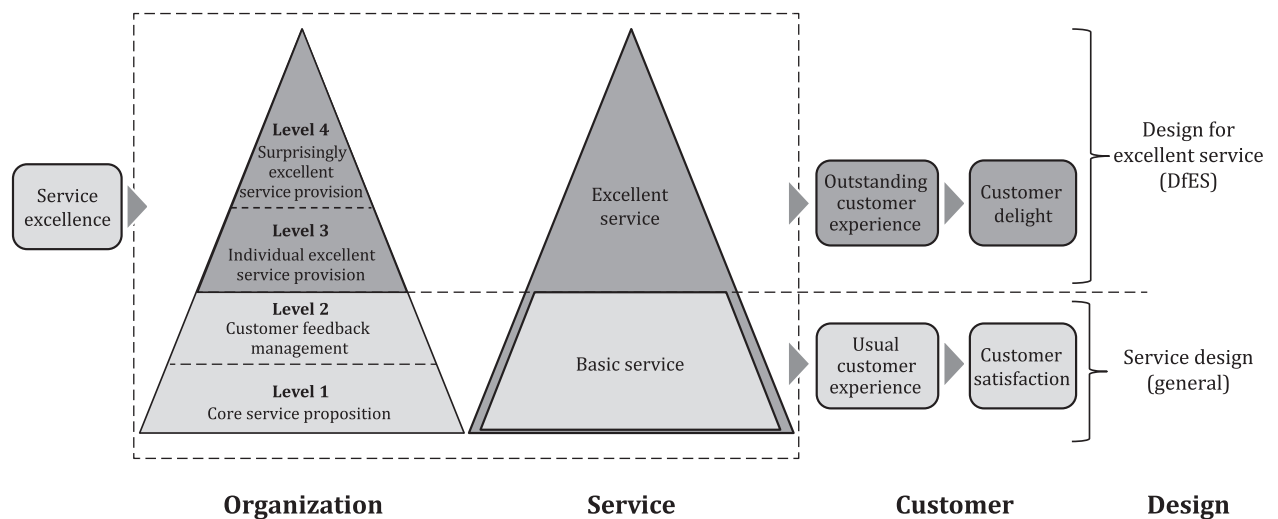


Figure 1 — Interlinkage within the service excellence pyramid and design of excellent service

The organization should understand its role, importance and difference between customer delight and customer satisfaction, in order to enhance its ability to provide that delight. It should also explore ways of developing and maintaining customer delight.

A specific design standard to achieve excellent service is necessary for better business success. The following design standards and methods have been adopted in many organizations but these do not adequately cover how to create excellent service that leads to customer delight:

- human-centred design (HCD) described in ISO 9241-210 and ISO 9241-220;
- *Design Thinking*, promoted by IDEO and the Stanford d.school^[15];
- *This is Service Design Thinking*^[16], which builds on the work of the above two design approaches.

The service provider makes value propositions intended to create valuable outcomes for the customer. Value can be also co-created through customer experience and feedback, and the benefits are realized by both the service provider and the customer. The increased use of the internet, sensory and digital technologies encourages co-creation.

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This document highlights designing excellent service with a co-creation mechanism for continuous customer delight. As shown in [Table 1](#), the clauses in this document specify the elements belonging to the dimension “Creating outstanding customer experiences” of the service excellence model in ISO 23592.

Table 1 — The relationship between the service excellence model (columns) and this document (rows)

		Creating outstanding customer experiences		
		Understanding customer needs, expectations and desires	Designing and renewing outstanding customer experiences	Service innovation management
Clause 4 Principles of design for excellent service				
4.2	Emotional	✓	✓	
4.3	Adaptive	✓	✓	
4.4	Co-creative with customer	✓	✓	✓
4.5	Consistent with organization and customer perspectives	✓	✓	✓
Clause 5 Design activities of excellent service				
5.2	Planning a design project on excellent service	✓	✓	✓
5.3	Understanding and empathizing with the customer	✓		
5.4	Defining a design challenge and a unique value proposition	✓	✓	
5.5	Designing an outstanding customer experience with touchpoints and data points		✓	✓
5.6	Designing a co-creation environment		✓	✓
5.7	Evaluating the design for excellent service	✓	✓	✓