



## **The Black Owned Businesses (BOBs) Bureau Customer Service Assurance (CSA) Framework**

The CSA Framework includes the Customer Service Strategy (Vision, Mission & Values Statements) as well as Guidelines, and Standards

The BOBs Bureau is headed by experienced professionals including a CPA: Certified Professional Accountant, CIA: Certified Internal Auditor, CISA: Certified Information Systems Auditor and CFE: Certified Fraud Examiner with many years of experience in industry and government.

Black Owned Businesses that attest to the BOBs Bureau CSA Framework demonstrate accountability for customer service and acknowledge that their customers are a highly valued component of their business operations and that their business will make every effort to meet and exceed their customers' expectations. The following is the CSA Framework that is attested to by BOBs Bureau members:

### **CUSTOMER SERVICE STRATEGY**

#### **Customer Service Vision Statement**

Our Customer Service Vision Statement is a declaration of the level of Customer Service Excellence we aspire to, which is to exceed our customers' expectations through-out their entire interaction with us and to provide high-quality products and services at competitive prices.

#### **Customer Service Mission**

Our Customer Service Mission Statement is a declaration of how we intend to achieve the level of Customer Service Excellence we aspire to, which is by being customer focused and engaged.



### **Customer Service Values**

Our Customer Service Values Statement is a declaration of the qualities that we demonstrate in achieving our desired level of Customer Service Excellence, these include:

- Empathy
- Respect
- Trust
- Openness
- Accountability
- Persistence
- Customer Focused
- Continuous improvement

### **CUSTOMER SERVICE GUIDELINES**

It is our policy to provide our customers with the highest level of customer service. We are committed to exceeding our customers' expectations by providing them with timely, professional, and courteous customer service, as follows:

- We will work diligently to promptly and effectively resolve any issues or concerns that our customers may have and to keep them informed during the process.
- Our goal is to build long-term relationships with our customers based on trust, respect, and confidence.
- Our staff is appropriately trained in the BOBs Bureau CSA Framework.



## **CUSTOMER SERVICE STANDARDS**

Our Customer Service Standards include our high priority customer service policies as well as measurable performance targets:

**Response Time:** We aim to respond to customer service requests within 2 business days.

**Resolution:** We aim to resolve 90% of customer service issues within a week and 95% of all issues within a month. In the rare cases of issues that are not resolved within a week, our customers are welcome to start a mediation process by contacting us on the BOBs Bureau website, to obtain additional oversight to support a timely resolution.

**Privacy:** We respect the privacy of all our customers.

**Accessibility:** Our accessibility policies include the following:

- We make ourselves accessible on multi-channels for customer service communications.
- Our customer service email and contact number are available on our website and on our invoices and letterheads.
- We request that our customers document their customer service requests and or concerns by email or on our business website as directed.
- We are mindful of our customers with disabilities and try our best to offer additional help and support.