



Quality & Customer
Experience Forum

Membership
Programme
2015

Delivering for customers: what's at the heart of our performance and quality?

Get involved in our 2015 programme and share an inclusive approach that drives real change. Putting customer engagement at the heart of operational performance culture and customer communications, across every channel. Benchmark against the best and learn from the innovators.

"I really enjoyed the conference this year, this community has really taken off... I have pages of 'light bulbs moments' to explore with colleagues back here."

Kevin Richardson,
Customer Experience and
Compliance Manager,
RWE npower

"One of the most welcoming conferences I have ever been to... everyone I met was open, honest and happy to share their experiences... the networking felt much more genuine than many other events I have attended."

Tim Hawley,
Customer Experience Team,
Capital One

"Great session. I learned a lot which will help me enable change"

Colin Matthews,
Quality Manager,
RWE npower

Use our knowledge and exposure to best practice to help you drive improvements. Contact Chris Rainsforth, Programme Leader or Nicola Callan, Head of Engagement and Learning or any of our team to discuss how this exciting new programme of activities can help you be fully effective in adding value to your business.

Contact us

0333 123 5960
advice@planningforum.co.uk
<http://ppf.bz/PPFQualCust>

2015 membership programme for Quality & Customer Experience

Are you utilising all the programmes on this calendar to help you make change happen? New in 2015 is the chance for individual accreditation and for teams to join the Quality Challenge. Explore deeper the ways in which a re-designed operational framework for QA can balance freedom, compliance, learning and improvement, setting colleagues free to focus on customer experience and engagement.

	Quality & Customer Experience Challenge 2015	Conferences, Awards, Events & Virtual Learning	Standards, Accreditation, Qualifications & Training
2014	Challenge (Sign-up) Preparation work (on site)		Professional Accreditation Sign-up
Jan 2015	Kick off Workshop (1)	Social Networking	Professional Accreditation (Sign-up) Standards Audit Pilot Group (Sign-up) University Advisory Group (Sign-up)
Feb 2015	Challenge Webinar Follow-up work (on site)	Best Practice Webinar Virtual Learning (on demand)	
Mar 2015	Workshop 2	Best Practice Webinar Virtual Learning (on demand)	Speech & Text Analytics (1 day)
Apr 2015	Workshop at Conference	Customer Strategy & Planning 2015 Annual conference of all the Forums Innovation Awards 2015	Professional Accreditation (Sign-up) Standards Audit Pilot Group University Advisory Group
May 2015	Challenge Webinar Follow-up (on site)	Quality & Customer Service Awards 2015 Nominations Open	
Jun 2015	Challenge Webinar Preparation (on site)	Best Practice Site Visits	Speech & Text Analytics (1 day)
Jul 2015	Workshop 3	Best Practice Site Visits	Professional Accreditation (Sign-up) Standards Audit Pilot Group University Advisory Group
Aug 2015	Follow-up work (on site) Virtual Learning (on demand)	Virtual Learning (on demand)	
Sep 2015	Challenge Webinar Preparation (on site) Virtual Learning (on demand)	Quality & Customer Experience Awards 2015 Awards Gala & Presentations	Speech & Text Analytics (1 day)
Oct 2015	Workshop 4	Virtual Learning (on demand)	Professional Accreditation (Sign-up) Standards Audit (Sign-up)
Nov 2015	Best Practice Showcase as part of UK Conference Follow-up work (on site)	Quality & Customer Experience Conference London	
Dec 2015	Completion of final review materials	Best Practice Webinar Virtual Learning (on demand)	Speech & Text Analytics (1 day)
Jan 2016	Challenge completion & start of 2016 challenge	Social Networking	

The Forum's Challenge Programme is an unrivalled opportunity

Engage with our latest best practice materials and develop best-in-class methods for your workplace. As members, you can work alongside others on a common theme, carry forward your work from last year and make structured time in your calendar, at no extra cost, so you drive improvement without losing focus on business-as-usual.