

# The Service Culture Indicator™

## Is your leadership team aligned?

To continuously improve service performance and build a superior service culture, you must come to agreement about what's important right now. Is your team aligned?

## Do you have a superior service culture?

Companies with a superior service culture increase customer loyalty, differentiate from competition, and retain great talent.

**The Service Culture Indicator (SCI)™** is a proven service culture assessment tool that helps you identify top priorities and drive your service improvement.



### Identify Your Priorities

Identify what is most urgent and important. Identify quick wins and long-term objectives.



### Evaluate Leadership Alignment

Confirm where your team members are – and are not – fully aligned.



### Assess Current Performance

Evaluate your current performance in the 14 competencies of service culture.

## The SCI Team Edition

A powerful online tool to evaluate leadership team alignment and service culture performance, with reports, recommendations, and resources.

## The SCI Enterprise Edition

An enterprise-wide assessment of your service culture with customized reports, resources, and ongoing support.

*“The SCI helped our leaders identify key strategic priorities and discover service improvement opportunities around talent development and leadership engagement.”*

Director, Customer Care  
A Fortune 500 chemical manufacturing company

*“The SCI tool enabled us to build a strategic roadmap for our service culture transformation. I recommend SCI to every leader who wants to launch a culture transformation initiative.”*

Global Head  
A Fortune 500 technology and networks company

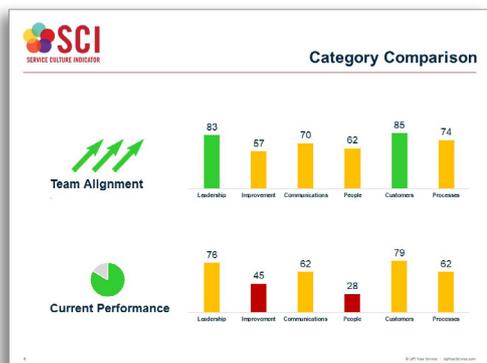
# Your SCI Report

Your report features easy-to-understand insights, recommendations, and resources.



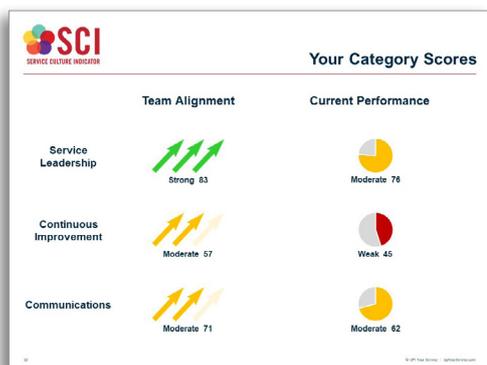
## Clarify Priorities

Why do your team members see service improvement and service culture as essential areas for action? Which objectives do your people consider most important to achieve? The SCI reveals whether your team is – or is not – in agreement on these fundamental objectives.



## Improve Alignment

Red, yellow, and green reveal where you have weak, moderate, and strong alignment in six categories: Leadership, Improvement, Communications, People, Customers, and Processes. At a glance you will see where you are already strong and where you must improve.



## Build Performance

Your score on the scale of 0-100 will reflect your organization's current performance in six categories: Leadership, Communications, People, Customers, and Processes. Your scores will help you identify the most important areas for improvement.



## Prioritize Next Actions

Focus your efforts and prioritize your actions with customized recommendations to implement the UP Service Architecture, including Service Leadership, 12 Building Blocks, and Continuous Service Improvement.