

Voice of Customer (VoC)

Plan and implement excellence in your VoC Program

17 – 18 October 2022

This is an **interactive Virtual Instructor-Led Training (VILT)**. Kindly ensure you have a working Webcam and Headset with Microphone.

KEY BENEFITS OF ATTENDING

- **OBTAIN** a clear idea about what is needed to plan and implement a VoC Organisation in your organisation
- **LEARN** how to manage stakeholders, **COMMUNICATE** change within the organization and **IMPLEMENT** processes to ensure a sustainable and customer-friendly program
- **DISCOVER** how to carry out exercises relevant to your respective organisations
- **ARM** yourself with tools and templates enabling you to finalize the planning when you return to your organisation