

The Institute of
Customer Service

Procurement

Enabling change through customer
experience in procurement

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ICS Vice president



Introducing The Institute of Customer Service....



- Independent, not-for-profit membership body
- Over 500 organisational members
- 80% from private, 20% from public and third sectors.
- More than 4,000 individual members
- Secretariat of All Party Parliamentary Group for Customer Service

Members from the Public Sector

ofgem

Making a positive difference
for energy consumers



Department
for Work &
Pensions



Birmingham
City Council



HM Revenue
& Customs

ofwat



Brighton & Hove



HM Passport
Office

 The Institute of
Customer Service

A challenging environment?

Political uncertainty

Growing power of customers

Changing regulatory framework

BREXIT

Fall of the £

Cybersecurity



Beyond austerity

Inward Investment



Consolidation

Exchange Rates

Organisations feeling the pinch

Shortage of skilled employees

Staff Wanted
(Urgently)

Artificial intelligence and sensorisation

Challenger Brands

Why customer service matters in Procurement

Seventy per cent of the UK's workforce are
in customer-facing roles

**£28bn lost to the UK
economy due to poor
customer service**

one in 6

Britons experience

**poor customer service
once a week**

**Over a ¼ of customers would pay more for
excellent customer service**

84% believe
staff need
more training

**80% of UK GDP is
from
the service sector**

**68% of worldwide GDP is from
the service sector**

Why customer service matters in Procurement

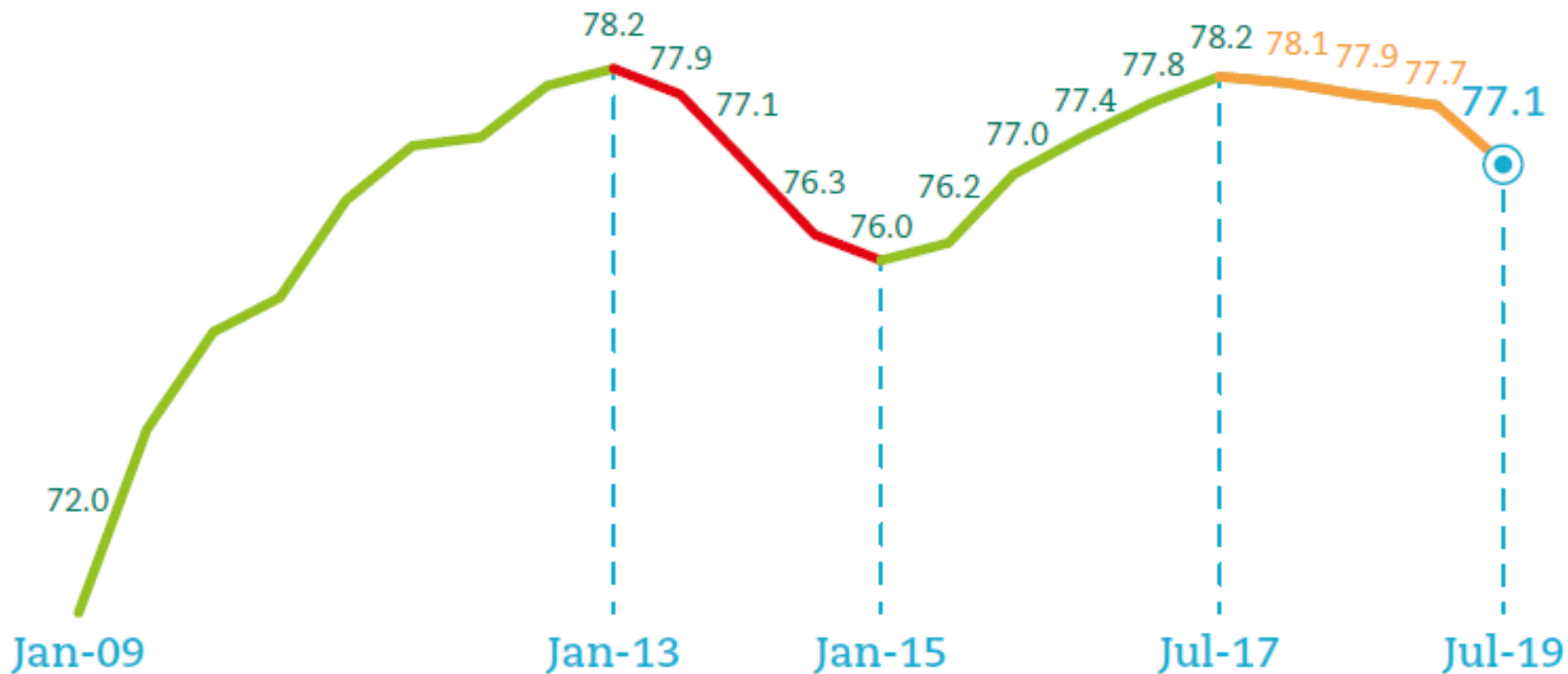
Price vs service

Excellence in procurement

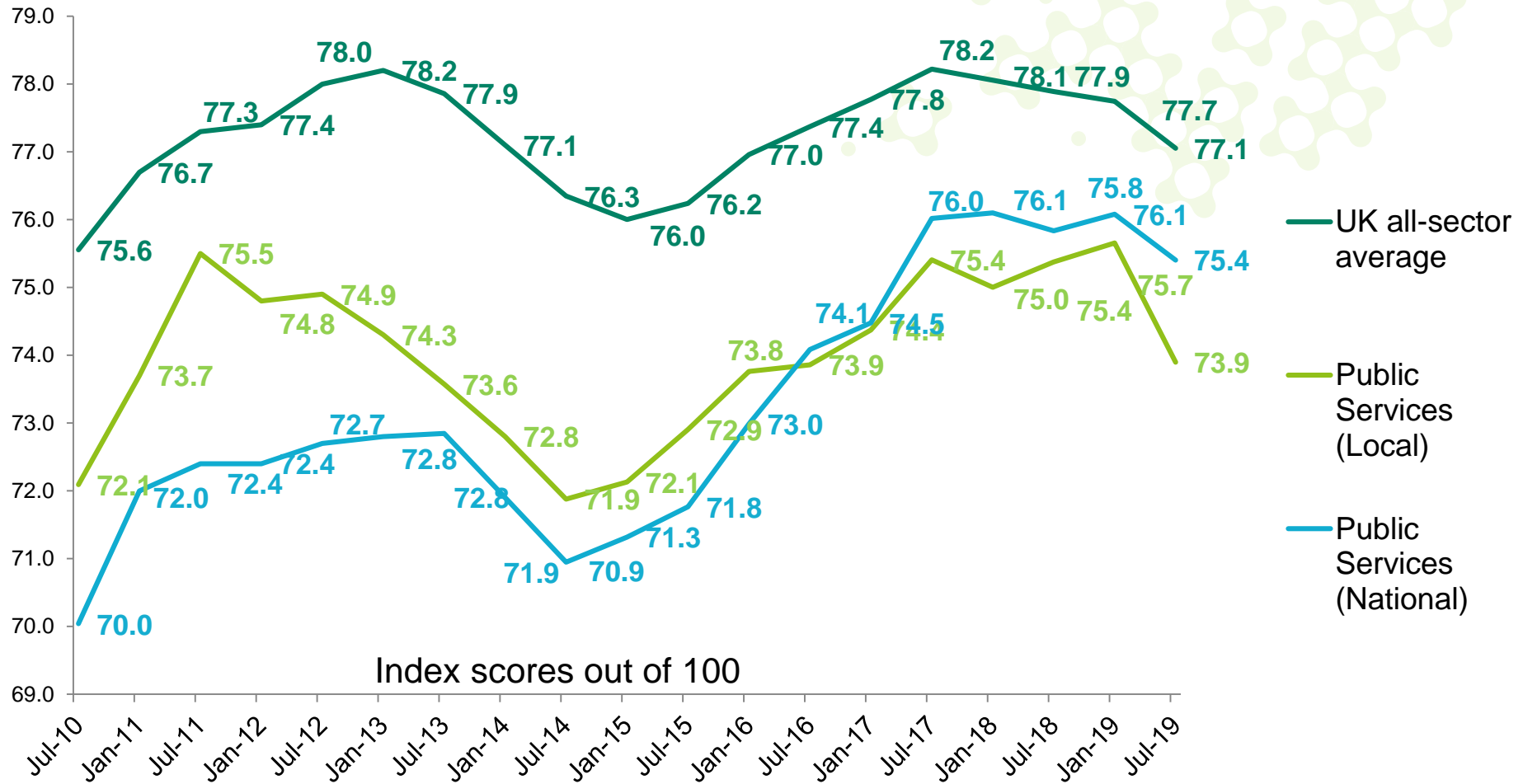
**Customer led
solutions**

**Ethics and
trust**

The UKCSI is 77.1 (out of 100), 0.8 points lower than a year ago: the fourth consecutive, though small, drop in customer satisfaction

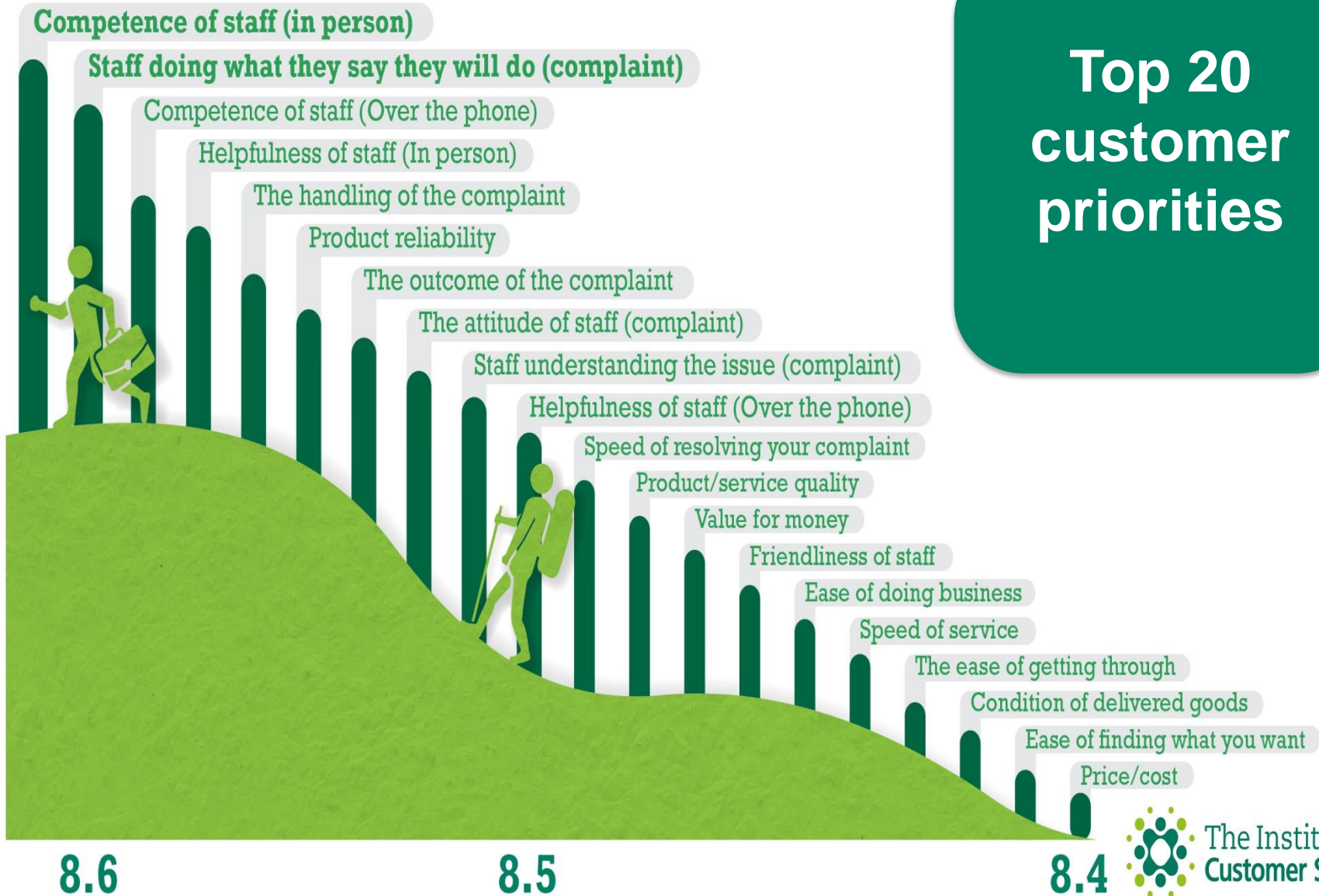


Customer satisfaction trends 2010 – 2019



UKCSI is based on customers' priorities

**Top 20
customer
priorities**



Thank you



www.instituteofcustomerservice.com