

# Doing more for our clients and the environment

CHAMP will donate USD 10 towards carbon offsets for every NPS survey completed

*Ed Copenhaver, Director Global Service Delivery*

*Last year, CHAMP Cargosystems conducted its first ever Net Promoter Score (NPS) Survey. The purpose of doing the survey was to get direct input from our customers on where improvements in Service Management needed to be focused. Using the results of the survey, CHAMP set out on this initiative to begin transitioning the Service Division and all components touching Service.*

We are about to embark on our second NPS Survey and encourage your feedback to help us again focus on the areas requiring the greatest attention. By participating in our survey to let us know if you have experienced a change in service over the last year, you are supporting us in serving you.

This year, to further promote participation in the survey, CHAMP is donating USD 10 to myclimate.org, a carbon offset company, for each survey received. We are doing this to say “Thank you” for your constructive feedback and to do our part to help our global environment.

## Last year's survey

We are pleased to say that much of the core fundamental processes from last year's survey have been reviewed and many improvements have been adopted by the organization. Furthermore, many improvements are still underway and require further work for our end customers to gain full optimization of the changes in our Service Division.

Some of the changes already in place include the initial creation of the Global Operations Center working in London and Manila to provide first level support to all customers. Additionally, Level 2 resources are now co-located with the Level 1 resources to assist in providing faster resolution times to high severity ticket items.

Real-time monitoring of systems has been greatly improved to provide notices of actions required before outages occur and new procedures on how to handle major incidents in a more streamlined way as to restore a customer to full Service as quickly as possible. All this was done with your help, by letting us know what we are getting right and what requires more support.

As you can imagine, such a transformation is a big task and cannot happen overnight. CHAMP has had a good start and we look forward to working with and hearing from you again when we launch our 2nd NPS survey – keep an eye on your inbox!



## A little about NPS

Net Promoter or Net Promoter Score (NPS) is a management tool that is used to gauge the loyalty of a firm's customer relationships. NPS has been widely adopted with more than two thirds of Fortune 1000 companies using the metric.

As the name suggests, the concept is to judge whether you as a company would promote CHAMP by giving us a 9 or 10 mark, being neutral with a 7 or 8, or be negative about us.

CHAMP has begun using NPS as a tool to focus our Service Division processes changes as we are looking to improve the overall Service to our customers.

Any questions on the CHAMP NPS Survey should be directed to [customers.voice@champ.aero](mailto:customers.voice@champ.aero).

