# LOMA ACS 100 - Chapter 5

Follow-up Work - correct answer ✓ ✓ Type of activity a service provider and/or a customer decide cannot be completed during or soon after the initial customer contact.

Service Request - correct answer ✓ ✓ Requisition for another person or area to complete the work that was initiated by the customer's request.

Exception Processing - correct answer < Established guidelines for making exceptions to standard procedures.

Escalation Process - correct answer < Procedure that specifies haw a particular type of request should be addressed and to whom it should be directed when the service provider is not able or authorized to resolve the issue.

Complaint Management System - correct answer ✓ ✓ Processes and procedures for recording, evaluating, and taking action on complaints.

Complaint Team - correct answer - Work group dedicated solely to resolving customer compliants.

Seamless Processes - correct answer ✓ ✓ Process that is designed so a customer is not inconvenienced by - or even aware of - the steps involved in fulfilling the request.

Efficiency - correct answer < < Ability to achieve objectives with a minimum of waste and with few errors or delays.

Effectiveness - correct answer 🗸 🗸 Ability to establish and achieve appropriate objectives.

Internal Auditing Department - correct answer < Work group whose primary responsibility is the independent appraisal of the departments, processes, and systems within an organization.

# **Loma Acs 100 Study Guide**

Yan Bai

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