

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 how 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 complaints.

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.

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R Sandford



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