

EQM

External Quality Monitoring

MORE THAN JUST SURVEYSSM
from Customer Relationship Metrics

• Fully Hosted • Totally Turnkey • Fast Implementation



Create a Customer "Rally Cry"!

EQM is a customized managed service program that contains the right mix of science, technology, and professional services that result in a positively motivated and dedicated workforce, engaged in improving the customer experience. We call it a customer "Rally Cry". Employee engagement represents success or failure with any survey program. An EQM program can detect and pinpoint exactly where to focus efforts for greatest performance improvement. However, until accountability and trust is present, your people will not take action. This is where EQM separates itself from all other survey solutions. In order to elevate your performance to Elite, Metrics has combined several components into our EQM programs. The benefits include:

In every Program:

- Customization to overcome the challenges preventing elite-level performance
- Security in knowing you are poised for success with our "Building the Rally Cry" program
- Unburdened from being constrained by internal IT, and telecom with managed hosted systems
- Freedom of repercussions and guilt from making capital expenditures on ineffective survey systems
- Faith in reporting via our Survey Calibration process that corrects survey completion and assignment errors
- Direct customer insights with user-friendly transcribed comments
- Confidence from 15-years experience and PhD knowledge in the creation and ongoing program management
- Empowered to reduce negative word-of mouth and improve customer retention via real-time alerts
- Peace of Mind from the ONLY real-time surveying solution that helps prevent legal liabilities
- Respect from employees that you have implemented a "fair" performance measurement program
- Confidence in decision making with knowledge gained from our benchmarking and user-group programs

Enhancements:

- Rapid performance excelleration via on-site and remote support with our "VoC Coach" program
- Greater insights into the customer experience with advanced customer comment coding

Customer Relationship
METRICS 

EQM demo:

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877-550-0223

www.ExternalQM.com