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# Net Promoter Score Certification



*Are your customers happy? Use Net Promoter Score (NPS) a simple yet revolutionary framework enabling organizations feel the customer's pulse. Learn more at the upcoming NPS training and certification workshop to build your ambassadors!!*

## ❖ Introduction

- NPS Framework
- NPS Advantages and Benefits

## ❖ Customer Segments & Loyalty

- NPS and Customer Profitability
- Key Segment Identification
- Customer Classification

## ❖ Implementation Roadmap

- Roadmap development
- NPS Program management
- Build Buy-in and commitment

## ❖ NPS Data management

- Data collection, analysis, reports
- Sampling strategies & responses
- Data control & monitoring

## ❖ Action Planning

- Key drivers identification
- Goal setting and strategies
- Build differentiated experience
- Learning and Culture change

## ❖ Assessment



## Who should attend?

- ✓ Top / Senior Level Executive Leadership
- ✓ Mid-Level Business / Functional Managers
- ✓ Business/Functional Consultants/Trainers
- ✓ Entrepreneurs and Start-up Leaders
- ✓ Academic / Education Faculties

## Certification Process

- All attendees get Participation Certificate
- Pass objective type exam for Course Completion Certificate
- Complete a live project for Practitioner Certificate
- **PDU Credits: 16 PDUs / 1.6 CEUs**

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