



Quality Assurance Challenges & Techniques in Banks

Introduction

This Workshop is designed to provide professionals in Financial Sector Institutions with the essential concepts and tools to effectively implement Service Quality strategy in their respective Institutions

Learning Outcomes

Upon successful completion of this course, the participants will be able to:

- Understand various concepts of Quality Assurance
- Gain an understanding on how these concepts can be utilized in financial sector
- Gain familiarity to different tools used to monitor service Quality in Banks
- Learn about the challenges in financial sector in implementing a robust Service Quality system
- Understand the methodology to overcome these challenges
- Gain hands on experience through role plays and exercises

Course Contents

- Service Quality concepts in banking
- Quality tools in banking
- How voice of customer is captured in banking
- Role of technology in improving Service Quality

Valuable For

Branch Managers, Customer Relation Managers, Customer Relation Officers, Relationship Managers, Quality Managers & Quality Officers working in financial sector.

PIQC INSTITUTE OF QUALITY

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