

DET's Customer Experience Team Model

"A responsive and reliable Strategic Partner"



We create a positive customer experience when....

We listen to customers and clearly understand their needs.

We are dependable and always respond with a sense of urgency.

Our platform for success with customers and co-workers is built on mutual trust.

Excellence

We understand the value proposition to our customer and each other
We don't use blame, we learn from mistakes and act with resolve

Results

We invest time with things that matter to our customers
We use metrics to measure our performance

I Can

We always show we care by having an I Can attitude towards co-workers and customers

Involvement

We communicate to customers and co-workers with integrity and honesty

Notice

We listen first, seek to understand
We are empathetic, and engage in pro-active communication

Standards

We are dependable, always responding with a sense of urgency

Philosophy

We always share the rationale for our policies and standards

