

Unisys International Management Center Honored for Commitment to Service Excellence



In January, the Unisys International Management Center (UIMC) of Saint-Paul-de-Vence, France was praised for its score on the Service Excellence Benchmark, which is part of the Unisys Service Excellence Awards Program.

The Service Excellence program began in the United Kingdom in 1996 with Unisys as a main sponsor. Its objectives are:

- Recognize organizations that excel at serving customers
- Provide feedback and share good practices so entrants can improve their future performance.
- Promote our brand.

UIMC went through the same process of documentation and assessment as full entrants, but was not in the actual competition.

"We entered the program as a way to measure the team's capabilities against external competition," says Jim Morrison, UIMC Managing Director. "The overall objective was to challenge ourselves competitively and raise our performance levels."

The overall score was 307, earning UIMC a spot in the top decile. The average score among the more than 60 entries was 293.

The exercise identified the following strengths at UIMC:

- A strong customer excellence culture, in which teamwork and clients play a central role.
- A passionate and dedicated team with desire and passion for service excellence.
- Seamless cooperation and teamwork between Unisys and the third parties.
- Slick operations.
- Regular, consistent feedback after each event.
- Listening to customers, then addressing concerns on the spot.

"This is a well-deserved reward that recognizes the hard work done while conducting demanding, high-level seminars," adds Jim. "Congratulations to the entire UIMC team."