

Everyday Excellence

I am customer focused

Who Is My Customer?

April 2016



I am customer focused

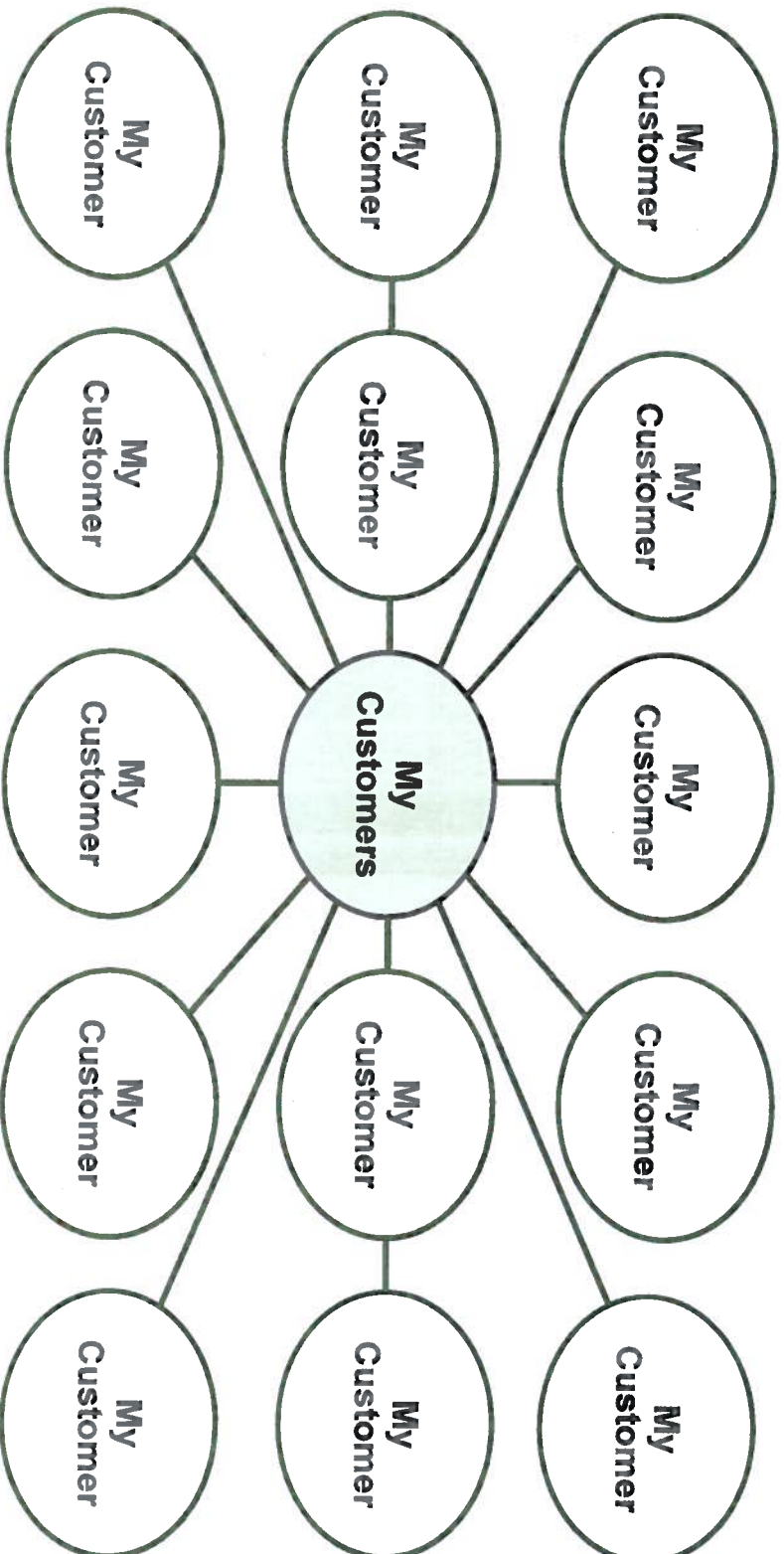
Our customers are behind every decision I make.
I connect with my customer to create a positive
experience by listening and asking questions to
anticipate and identify needs. I collaborate on
solutions that add value.



I am customer focused

Who is my customer?

Take a few moments to consider who your customers are. Identify everyone you consider to be your customer by writing in their name, title, or function in the bubbles below. Everyone who is on the receiving end of what we do, create, and communicate is our customer.



I am customer focused

Everyone is my customer

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What are my customers looking for?

My Customers

Reasons for Reaching Out

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Our customers contact us for solutions.

Voice of the Customer



Solutions

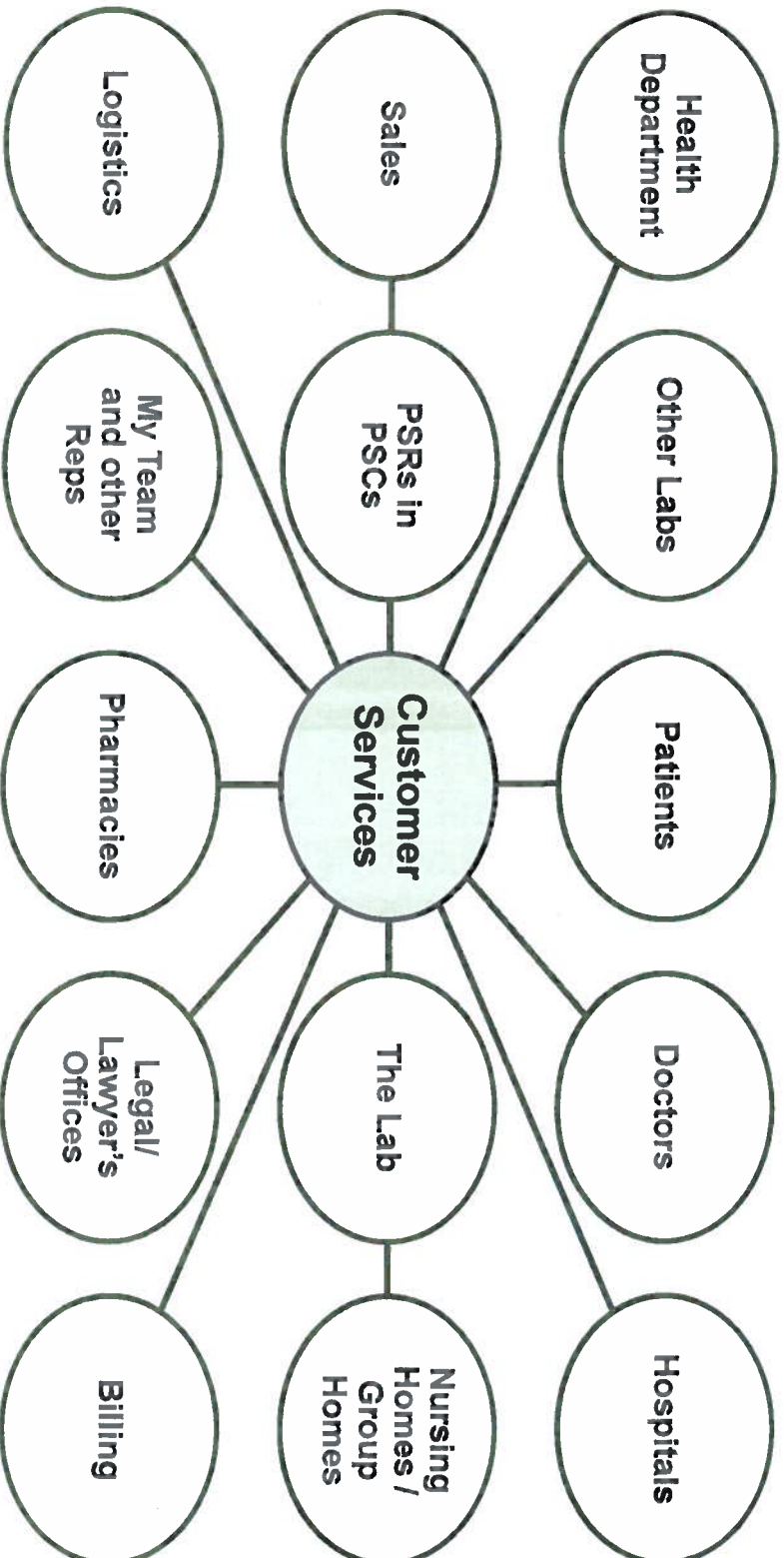
Optional Slides

Sample My Customer Diagrams

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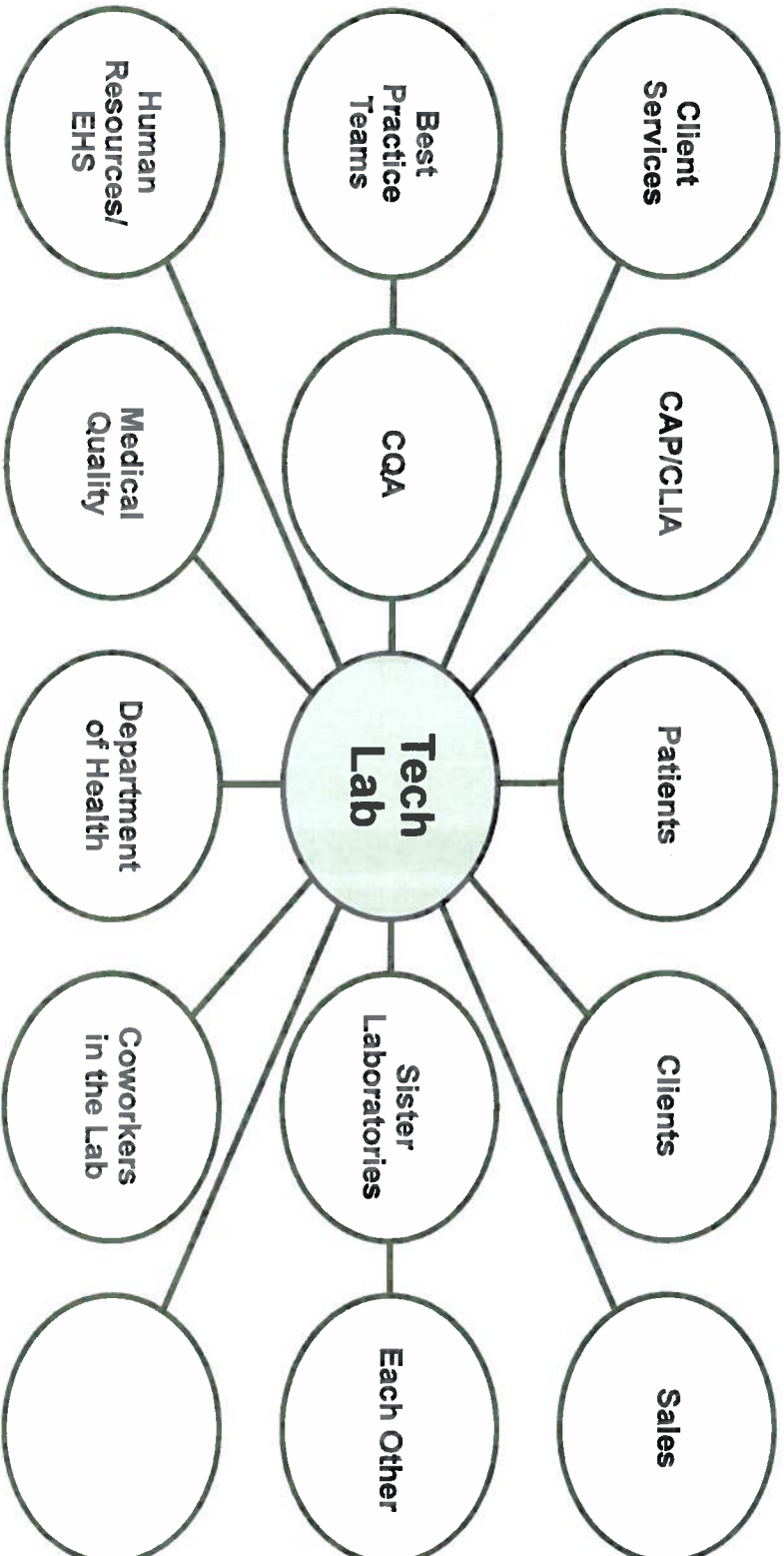
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