



FOR IMMEDIATE RELEASE

*CRE Leadership in Customer Experience Transformation and Innovation for
Customer Satisfaction & Loyalty Enhancement*
APCSC held CRE & CSQS Roundtable in Kuala Lumpur

Malaysia, Kuala Lumpur – December 6, 2016 – Asia Pacific Customer Service Consortium (APCSC) held the Customer Relationship Excellence (CRE) & Customer Service Quality Standard (CSQS) Roundtable together with Asia Hired. The CRE & CSQS Roundtable, with the theme of “CRE Leadership in Customer Experience Transformation and Innovation for Customer Satisfaction & Loyalty Enhancement”, has attracted C-level executives and directors from cross industries including entertainment, insurance, telecommunications, banking, retail, direct marketing, information technology, academy, financial, logistics, healthcare, e-commerce and media sectors from Kuala Lumpur to explore innovation and shape leadership in Customer Relationship Excellence and Service Quality in order to elevate Service Standard in the industry.

After the warm welcome speech from Mr. Jason Chu, Chairman, APCSC and Mr. Robin Leong, Business Development Director, Asia Hired, the following prestigious speakers and panelists also shared ideas about a wide range of topics and answered audience questions during the panel discussion:

- Mr. Jason Chu, Chairman, APCSC, International CRE Awards Panel of Judge
- Mr. Robin Leong, Business Development Director, Asia Hired
- Ms. Jolene Wong, Senior Solution Marketing Manager (South Pacific region), Huawei Technologies Co., Ltd.
- Mr. Alan See, Co-founder and Chief Executive Officer, Firmus Sdn Bhd
- Mrs. Rani Wemel, Co-Founder and Chief Operating Officer, LTT Global Communications Sdn Bhd



Mr. Jason Chu, Chairman of APCSC in his presentation “CRE Leadership in Customer Experience Transformation and Innovation for Customer Satisfaction & Loyalty Enhancement” welcomed the delegates, “Our people aspire to be CRE Leaders like the athletes aspire to be the Olympic medalists. CRE Leadership engages and inspires employees to transform into the customer centric culture. The International CRE Awards program has helped inspire industry CRE best practices, propagated the innovations from different cultures, campaigned for corporate social environmental leadership, advocated digital social mobile engagement cross regions persistently, the future vision of CRE Leaders and the CRE consumers’ aspiration. *CRE Leadership is an Inspirational Journey!* Through each CRE Championship Journey, together, we continue the legacy of inspiration and innovation, to inspire and to be inspired by one another. Together, we share new insights of customer relationship among the CRE Community and promote new CRE icons and brands through our international partnership.”

“CRE Leadership is an Inspirational Journey! As responsible global leaders, CRE Leadership enlightens and inspires employees to come up with creativity and innovative solutions. The upcoming 15th International Customer Relationship Excellence (CRE) Awards, International CRE & CSQS Leadership Summit and the 6th HK International CRE Innovation Expo on June 15-16, 2017 will further expand this international platform among international CRE Leaders across diverse culture and industries.” Mr. Chu concluded, “On behalf of APCSC and the CRE Awards organizing committee, I pay tribute to you all for the determination in pursuit of Customer Relationship Excellence, and to Asia Hired on their CRE commitment and support for the CRE & CSQS Roundtable today.”

Mr. Robin Leong, Business Development Director of Asia Hired welcomed the delegates, and in his presentation “Marketplace for Curated Outsourced Talents/Services” shared, “the importance in curated talent and outsourcing services in current business environment. The right ways in managing customer relationship in fast changing world. Technologies playing a role in managing relationships like social media, mobile app and etc. Asia Hired solution can be one of the best solution for MNCs to expand regionally. We have the right resources.”

Ms. Jolene Wong, Senior Solution Marketing Manager (South Pacific region) of Huawei Technologies Co., Ltd. in her presentation “Technological Strategies for Efficiency Enhancement of Service Delivery” shared this is the era of omni-channel, where customers move easily across channels and devices. Omni-channel enables the customers to have the best experience before and after the sales process. To move into the omni-channel landscape, an ICT blueprint need to be crafted, with inputs from divisions across the enterprise for an integrated channel experience. Omni-channel experience is based on R.O.A.D.S (R - Real-time, O - On-demand, A - All-online, D - DIY and S – Social).

An Omni-channel Management offering consists of three key components, namely, Analytics for real-time decision making, Integration for seamless connectivity and Platform for agility and operation.

The **Certificate in Customer Service Management (CCSM)** (inclusive of CCSA, CCCM, CSCM) Certification Program will be organized in **Hong Kong on Dec 19-22 for CCSM and Dec 19-20 for CCSA respectively**. Aiming to prepare supervisors and managers to *become a world class leader with CRE disciplines and mindset*, the course is like an *intensive mini MBA course* covering advanced topics in **Customer Service Management and Customer Service Quality Standard (CSQS)** that enable the participants to increase their knowledge of the latest development of Customer Service and CRM in terms of technology and management best practices. The CCSM program is recognized by the **HKSAR Government under the Continue Education Fund (CEF)** program, the **Customer Service Institute of Australia (CSIA)**, and the **International Council of Customer Service Organizations (ICCSO)**. Many leading multinational firms have benefited in their people development through this course. The latest launched **CSQS version 14.0** will be used in this CCSM training.

Through the **International CRE & CSQS Roundtables**, APCSC invites market leaders to come together for best practices sharing on product and service innovation, CSR, CRM, customer experience management, knowledge management, Social media CRM with successful business cases and strategies, facilitate innovation in business operation, bring new opportunities for brand building and market development, create win-win-win to customers, staffs and employers.

Asia Pacific Customer Service Consortium (APCSC) www.apcsc.com

APCSC is founded with the belief of *“Excellent Customer Relationship is the only way to Sharpen your Competitive Edge!”* The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across regions and to recognize and reward government bodies, companies, business units, teams, and individuals that have contributed to the success of both their customers and the organizations that they serve. Through the Customer Relationship Excellence Award, **APCSC promotes Customer Relationship Excellence as a core business value.**

International and China Customer Relationship Excellence (CRE) Awards www.apcsc.com/creaward/index.asp

The Customer Relationship Excellent (CRE) Awards has recognized many industry leaders and professionals for their customer centric service innovation. The participants have come from more international cities and business sectors in both corporate and individual categories, all demonstrating their business successes, best practices and insights on CRE. With the introduction of the Customer Service Quality Standard (CSQS) as important CRE Awards judging criteria, the participants have been benefited greatly from the best practices and critical success factors from a world-class framework.

Customer Service Quality Standard (CSQS) www.apcsc.com/csqsnet/index.asp

The CSQS has been developed jointly by the Asia Pacific Customer Service Consortium (APCSC) and the researchers at the University of Hong Kong (HKU), with industry support by the CSQS Committee Asia Pacific. It is the world class certification awarded to customer centric organizations, business units and centers that excel in customer relationship excellence. CSQS holds the most advanced and comprehensive key to providing a clear step-by-step roadmap for companies to reinforce their CRE strategies and the best customer services. It embraces and integrates the balanced scorecard (BSC) management system and the ISO9000 quality management to provide a world-class benchmark and framework with clear guidelines and roadmap to transform into a strategic customer-centric business.

International CRE & CSQS Leadership Summit 2017 June 15-16 www.apcsc.com/cresummit

The CRE & CSQS Leadership Summit is exhibiting and showcasing **WORLD-CLASS Leadership** in Innovation, Strategy, KM, Customer Service, Social Media, Public Service and CRM strategy and best practices by world class companies, subject experts, CRE Awards winners, CSQS Committee members, industry leaders and experts of the CRE Leadership Community. This 2-day interactive and content-rich summit provides an International Platform for CEO's & CXO's to dialog, exchanging, sharing exemplary customer success leadership and showcase global successes in Hong Kong, an international financial, business, logistic, tourism and trade center.

HK International Customer Relationship Excellence & Innovation Expo 2017, June 15-16 www.apcsc.com/expo/index.asp

- **Digital, Social Monitoring, Mobile, Cloud & Big Data**
- **CRM, Contact Center, BPO, eCom & Internet Security**

The HK International CRE Innovation Expo is aiming at providing a cross industry platform for firms to “open up, communicate and collaborate,” to expand international markets, achieve collaboration, and showcase innovative solutions. In the Expo, focusing on above themes, outstanding firms from around the world display, share and build a prestigious community platform to cooperate and create more business opportunities. Senior leaders from government, organizations, enterprises, research leaders and professionals from different industries share frontier problems regarding present and future business model development, pay close attention to create CRE & Innovation, business ideas, global competitiveness and challenges.

HK International Expo Innovation Awards 2017, June 15-16 www.apcsc.com/expo/2016winners.asp

The Expo Innovation Awards is dedicated to Regional & International Exhibitors providing innovative products and services with excellent customer references in *Digital, Social Monitoring, Mobile and Big Data & Cloud, CRM, contact center, BPO, eCom and Internet Security*. The Expo Innovation Awards recognizes innovative products and services, strengthen the corporate brand in the industry, and develop a sustainable business development strategy in Asia-Pacific region. Firms are assessed through introduction of product or service, business case presentation, summary and write-up, customer reference and customer satisfaction assessment. All the winners are awarded a trophy and certification from **APCSC & HKCSC Expo Organizing Committee**.

For Press interviews, **APCSC International CRE Awards, CRE & CSQS Leadership Summit, International CRE & Innovation Expo & Awards promotion and sponsorship**, please contact Ms. Lau via tel: (852) 2174 1428. enquiry@apcsc.com. You can also obtain more information through Sina Weibo: weibo.com/apcsc, LinkedIn/YouTube/Facebook/Google+: Asia Pacific Customer Service Consortium, Twitter: CREAwards, QQ : 2303712688, WeChat: APCSC_CRE.