Mastering Customer Satisfaction Measurement and Analysis Training Course

17 - 21 Nov 2025
Rome

AGILE LEADERS
Training Center

Mastering Customer Satisfaction Measurement and Analysis Training Course

Ref.: 36342_262566 **Date:** 17 - 21 Nov 2025 **Location:** Rome **Fees:** 4800 **Euro**

Course Overview:

The course equips participants with advanced skills in measuring, managing, and enhancing customer satisfaction in public service sectors. It covers customer satisfaction measurement, service quality evaluation, and customer feedback management. The course also includes methods like customer journey mapping, satisfaction surveys, and customer insight techniques. Participants will gain insights into customer perceptions, expectations, and the SERVQUAL model, enabling them to effectively analyze customer satisfaction.

Target Audience:

- Public Service Managers
- Customer Service Directors
- Quality Assurance Officers
- Customer Insight Analysts
- Operations Managers
- Marketing Executives
- Government Officials

Targeted Organizational Departments:

- Public Relations
- Quality Assurance
- Customer Support
- Marketing & Sales
- Operations

Targeted Industries:

- Public Administration
- Healthcare Services
- Hospitality
- Telecommunications
- Retail and Consumer Services

Course Offerings:

By the end of this course, participants will be able to:

- Measure customer satisfaction using various methods including satisfaction surveys, SERVQUAL, and feedback analysis.
- Implement strategies to manage customer satisfaction effectively in public services.
- Conduct customer journey mapping and improve public service satisfaction.
- Utilize customer segmentation analysis to better understand target markets.
- Apply mystery shopping techniques to assess service delivery performance.

Training Methodology:

The course features interactive training with case studies, group discussions, and real-world applications. Participants engage in customer journey mapping, role-playing for satisfaction surveys, and service quality evaluations. The course also includes hands-on activities such as mystery shopping simulations and focus group insights. Through interactive feedback sessions, participants analyze customer satisfaction data and apply customer insight techniques to develop actionable strategies for improving public service satisfaction and organizational performance.

Course Toolbox:

- ebooks covering customer satisfaction measurement and management strategies.
- Access to online resources on public sector service quality.
- Satisfaction survey templates.
- Case studies on managing customer feedback.
- Checklists for benchmarking service delivery performance.

Course Agenda:

Day 1: Understanding Customer Satisfaction and Public Service Dynamics

- **Topic 1:** The Changing Role of Public Services and the Citizen/Customer Relationship
- **Topic 2:** Why Manage Customer Satisfaction in Public Services?
- **Topic 3:** Different Faces of Citizens/Customers in Public Service Delivery
- **Topic 4:** Public vs. Private Service Delivery - Key Differences
- **Topic 5:** Service and Product Characteristics in Public Services
- **Topic 6:** Introduction to Customer Satisfaction Concepts and Models
- **Reflection & Review:** Reflect on the changing role of customers in public services and key takeaways from Day 1

Day 2: Key Determinants of Customer Satisfaction and Service Quality

- **Topic 1:** Understanding Expectations and Perceptions in Customer Satisfaction
- **Topic 2:** The SERVQUAL Model for Service Quality Evaluation
- **Topic 3:** Determinants of Service Quality in Public Services

- **Topic 4:** Identifying and Measuring Key Satisfaction Factors
- **Topic 5:** How to Address Customer Expectations vs. Perceptions
- **Topic 6:** Impact of Quality Factors on Customer Satisfaction
- **Reflection & Review:** Review service quality measurement tools and determinants of satisfaction

Day 3: From Measurement to Management: Methods and Techniques

- **Topic 1:** From Satisfaction Measurement to Customer Satisfaction Management
- **Topic 2:** Methods for Measuring Customer Satisfaction Surveys, Focus Groups
- **Topic 3:** Customer Journey Mapping and Process Analysis
- **Topic 4:** Usability Testing and Feedback Analysis
- **Topic 5:** Mystery Shopping and Frontline Staff Insights
- **Topic 6:** Co-evaluation Techniques for Public Services
- **Reflection & Review:** Reflect on methods for measuring and managing satisfaction in public services

Day 4: Implementing Customer Satisfaction Strategies

- **Topic 1:** Co-production and Co-design in Public Service Delivery
- **Topic 2:** Citizen/Customer Panels and Engagement Strategies
- **Topic 3:** Using ICT to Gather Feedback and Improve Services
- **Topic 4:** Satisfaction Surveys and their Pros and Cons
- **Topic 5:** Benchmarking Public Service Satisfaction
- **Topic 6:** Building a Strategy for Continuous Service Improvement
- **Reflection & Review:** Evaluate strategies for engaging customers and improving service delivery

Day 5: Continuous Improvement and Long-Term Satisfaction Management

- **Topic 1:** Organizational Improvement through Customer Feedback
- **Topic 2:** Public Sector Service Improvement Strategies
- **Topic 3:** Enhancing Service Reliability and Responsiveness
- **Topic 4:** Using Citizen Charters for Service Accountability
- **Topic 5:** Managing Service Performance and Customer Expectations
- **Topic 6:** Ensuring Customer Loyalty through Service Quality
- **Reflection & Review:** Reflect on long-term strategies for managing and sustaining customer satisfaction

How This Course is Different from Other Customer Satisfaction Courses:

This course offers a tailored approach to public sector satisfaction management, focusing on practical methods like the SERVQUAL model and customer journey mapping. It also includes hands-

on techniques such as mystery shopping and co-design with customers. The program is designed for immediate real-world application and equips participants to effectively manage and enhance customer satisfaction in public services.

WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.

AGILE LEADERS
Training Center

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Gamified and
Interactive Training

We understand that training delivery can be challenging, both online and offline. To ensure engagement and achieve learning objectives, we have developed our own activities and collaborated with industry-leading solutions to gamify our training sessions. This approach increases interaction levels and guarantees effective learning outcomes.

Our Training
Cate gories

We cover a wide range of training categories to cater to different needs and interests

Branding, Marketing, Customer Relations, & Sales Programs
Finance and Accounting Programs
Human Resources Management Programs
Management & Leadership Programs

Political & Public Relations Programs
Project Management Programs
Quality & Process Management
Self-Development Programs

Join Agile Leaders today and embark on a transformative journey towards becoming a more agile and effective leader. Experience our customer-centric approach, actionable training, and guaranteed return on investment. Let us help you unleash your full potential in the dynamic business landscape.

Where to
Find Us

You can join our training programs at our centers located in

We also offer online training sessions through the Zoom platform.

Malaysia	Morocco	Spain	France	UK	Italy	Egypt	Turkey	Georgia	Azerbaijan	UAE
Kuala Lumpur	Casablanca	Barcelona	Paris	London	Rome	Cairo Sharm El-Sheikh	Istanbul	Tbilisi	Baku	Dubai

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