



# THE PRIVATE SECTOR ORGANISATION OF JAMAICA

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## For Immediate Release

### Sagicor and JIIC Win 2014 Private Sector Service Excellence Awards

#### Kingston, Jamaica:

Sagicor and the Jamaica International Insurance Company (JIIC) were on Tuesday May 27, crowned winners in their respective categories at the 3<sup>rd</sup> staging of the Private Sector Service Excellence Awards. Sagicor was the winner in the large business category, while JIIC was the winner in the medium sized business category.

Sagicor also won a number of the inaugural category awards, including:

- Handling of Customer Complaints
- Monitoring and Measurement
- International Benchmarks
- Leadership and Strategy
- Training & Capacity Building

Other category winners included CIBC, who also won in the categories of *Use of International Benchmarks*, and *Service Excellence Charter and Standards*, and Digicel, who received full marks in the category of *Recognition and Reward Programmes*.

PSOJ President Chris Zacca, in congratulating the winners, spoke of high quality customer service being a requisite in the more developed economies and urged PSOJ members to ensure that this is the standard in their respective companies. He also encouraged the other entrants and finalists, to continue their journey to be the best in customer service standards.

The PSOJ applauds the winners who continue to maintain excellent service standards and looks forward to further improvement.

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The Private Sector Service Excellence Awards was launched in 2011 and is a joint initiative between the PSOJ and the Jamaica Customer Service Association (JaCSA). The award aims to showcase and recognize the best in class for Customer Service.

Applications were accepted in three categories – small, medium and large organisations and only PSOJ and JaCSA members were eligible to apply. The criteria for assessment are as follows:

- Leadership: governance and customer service strategy
- Existence and effectiveness of a Customer Service Charter and Standards
- The use of international benchmarks to establish and maintain customer service standards
- Training and capacity building to ensure adherence to customer service standards
- The existence and effectiveness of monitoring and measurement systems for customer service
- The existence of a system for logging, tracking and resolving customer complaints.
- The existence of mechanisms to reward and recognize the delivery of excellent service within the organisation

Winners were selected based on information provided by applicants as well as objective evidence collected on site visits.

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