



# Stand Out from the Crowd With COPC Certification

All of our certification services are based on the COPC Customer Experience (CX) Standard, a performance management system for call centers and CX operations. The original Standard was created in 1996 by a group of global industry leaders. It is currently in its sixth release.

The COPC CX Standard is available in three versions:

- Customer Service Provider (CSP)
- Outsourced Service Provider (OSP)
- Vendor Management Organization (VMO)



## Show Your Dedication to Delivering A Superior Customer Experience

Providing a superior customer experience is the only true differentiator a company has to acquire or retain their customers. Many companies state their mission is to deliver satisfaction at the highest levels. While you may have the best of intentions, how can you be sure that you are actually among the best?

The most prestigious recognition in the industry, COPC Inc. certification validates that your organization is using best practices and consistent processes to sustain the highest levels of operational performance.

**Companies that certify their operations to the COPC CX Standard are rewarded with higher customer satisfaction, lower-cost operations, and improved revenue.**

Regardless of how you provide your customer experience services—in-house or outsourced—earning COPC Inc. certification to the CX Standard proves to customers, clients, and stakeholders that your organization is dedicated to being the best.

### **COPC certification gives you:**

- Recognition by a trusted and respected source, increasing awareness of your brand and driving customer loyalty
- A way to prove your commitment to providing a consistent and superior customer experience
- Confidence that your customers will receive the highest levels of service, regardless of how or where they interact with you

**Join the more than 500 companies in 60 countries that have been certified by COPC Inc. since 1996.**

## How to Achieve Certification

### Baseline Current Processes and Performance

- We conduct a **COPC® Baseline Assessment to review your operation compared to the requirements of a specific version of the COPC CX Standard.**

### Close Gaps and Improve Performance

- **A member of your staff becomes a Certified COPC Implementation Leader to drive certification efforts.**
- **We provide onsite and remote structured support with a variety of training options.**

### Verify and Validate Improvement

- **Certification to the COPC CX Standard validates consistent deployment and operational results that are scalable and sustainable.**

Microsoft has partnered with COPC Inc. for over 10 years and has achieved certification to both the CSP and VMO versions of the CX Standard. Microsoft Global Outsourcing's (MGO) current use of our Outsourcing Management System (OMS) and the COPC Standard worldwide has enabled us to drive global consistency in the management of metrics and the implementation of best practices. The result has been increasing levels of performance within both Microsoft and our suppliers.

—Mike Simms  
GM, Chief Outsourcing Officer, Microsoft

## About COPC Inc.

COPC Inc. provides consulting, training, certification and the RevealCX™ software solution for operations that support the customer experience. The company created the COPC Standards, a collection of performance management systems for call center operations, customer experience management, vendor management, and procurement. Founded in 1996, COPC Inc. began by helping call centers improve their performance. Today, the company is an innovative global leader that empowers organizations to optimize operations to deliver a superior customer experience across all channels. COPC Inc. is privately held with headquarters in Winter Park, FL, U.S. and with operations in Europe, Middle East, Africa, Asia Pacific, Latin America, India and Japan. [www.copc.com](http://www.copc.com).



## Certification Options

### Full Certification

- Certification to all requirements of the COPC CX Standard in the areas of leadership and planning, processes, people, and performance

### Process Certification

- Certification to the requirements for a specific process including customer satisfaction, workforce management, recruiting/hiring/training, quality, and VMO assessment, design and implementation.

#### ASIA PACIFIC

Lay-Pheng Ng  
lpheng@copc.com  
+65 9657 7988

#### AUSTRALIA

Soledad Del Riccio  
sdelriccio@copc.com  
+61 439 430 050

#### CHINA

Dorothy Cheng  
dcheng@copc.com  
+86 158 1126 0869

#### EMEA

Angela Brace  
abrace@copc.com  
+44 1908 255767

#### INDIA

Shreekant Vijaykar  
svijaykar@copc.com  
+91 981 842 5646

#### JAPAN

Naoki Nemoto  
nemoto@proseed.co.jp  
+81 3 6212 2107

#### LATIN AMERICA

Alejandro Del Riccio  
adelriccio@kenwin.net  
+54 11 5246 5990

#### NORTH AMERICA

James Cammareri  
jcammareri@copc.com  
+1 904 547 1979