

Individual Concepts - Weighted Results

Concept	Weighting	Weighted Score
Leadership	10%	4
Policy & Strategy	10%	3.24
People Management	10%	3.29
Resources	12%	3.12
Processes & Procedures	11%	3.24
Managing Employee Satisfaction	10%	3.4
Managing the Customer Experience	18%	3.53
Management Information & Performance Results	15%	2.99
Corporate Social Responsibility	4%	3.87

Weighted Score



All scores shown are scored out of 4. Base certification requires an overall score of 2.5 or above and individual concepts must each score a minimum of 2.3.



Certified
customer-led
service desk



Service Desk Certification:
Surveillance Audit 3

Score:
3.36

Maturity Rating:
Customer-led