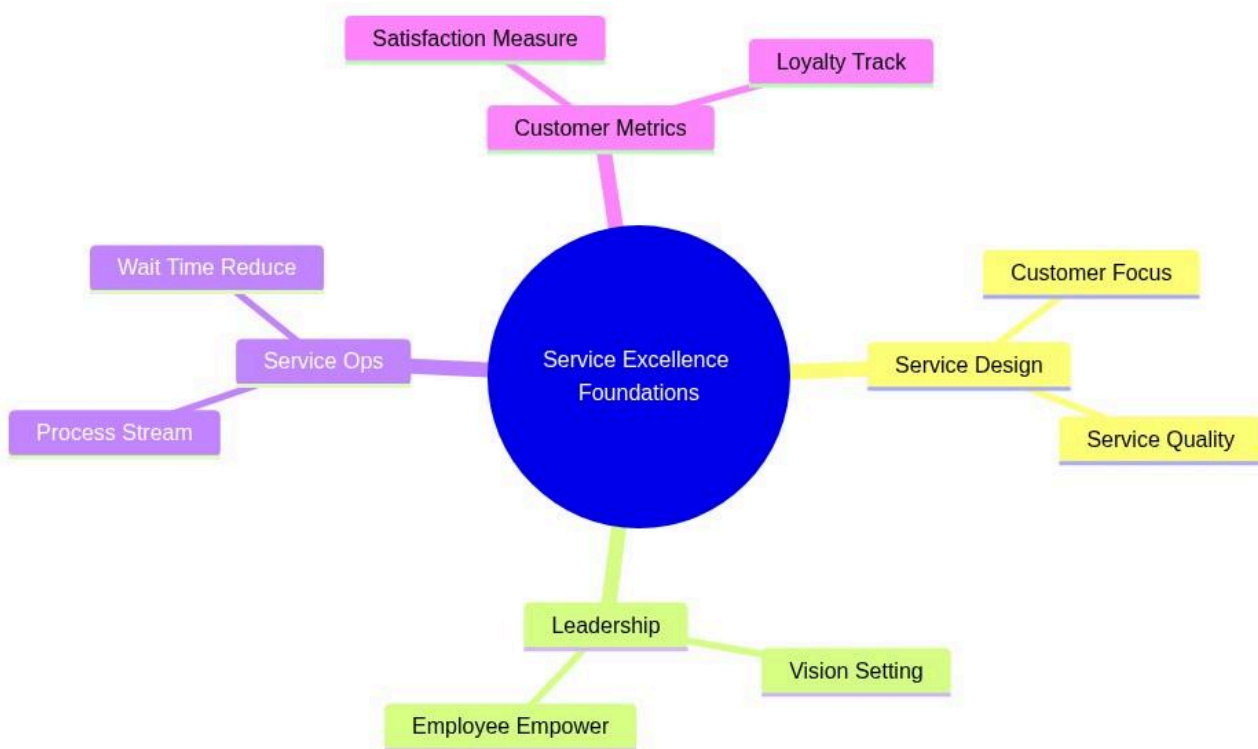


Executive Certificate in Service Excellence (Advanced)

# Service Excellence Foundations



```

mindmap
  root((Service Excellence Foundations))
    Service Design
      Customer Focus
      Service Quality
    Leadership
      Vision Setting
      Employee Empower
    Service Ops
      Process Stream
      Wait Time Reduce
    Customer Metrics
      Satisfaction Measure
      Loyalty Track
  
```