

Announcing the 2022 International Service Excellence Award Winners

The 2022 International Service Excellence Awards celebrate organizations and individuals for their commitment to service excellence and human experience.

CHICAGO, IL, USA, January 23, 2023 /EINPresswire.com/ -- Global leaders in customer experience are celebrated with the [International Service Excellence Awards](#) (ISEA).



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Maria Martinez

The Customer Service Institute of America ([CSIA](#)) is the body delegated by the International Council of Customer Service Organizations (ICCSO) to manage the International Service Excellence Awards. These awards are recognized as the premier service awards around the globe. Organizations and individuals that excel and lead in service excellence compete in a variety of categories to earn recognition for their unwavering focus on delivering exceptional service experiences.

“The 2022 ISEA Awards process reinforced that high-performing companies continue to value Customer Experience priorities as strategically critical to their overall success. Most notable was the movement towards data-driven analytics and the adoption of AI and Machine Learning capabilities to better understand customer behavior and to best support the customer experience,” notes International Awards Judge, Maria Martinez.

Christine Churchill, Founder and CEO of CSIA shares, “Celebration and focus on the customer experience is paramount at these winning organizations. They achieve success by investing in the right people, team member experience, customer research, analytics, technology, and constant customer curiosity and observation.”

Judging Criteria

The judging criteria for the International Service Excellence Awards are aligned with the [International Customer Service Standard](#) 2020:2025 (ICSS), which provides a comprehensive and practical framework to assist and assess, organizations in delivering consistently high levels of service. This standard, based on the balanced scorecard methodology, reviews organizations to

determine if the customer is the focus of the business and how that is supported through culture, processes, procedures, training, hiring practices, and daily actions.

International Service Excellence Award Winners:

2022 Company Awards:

Large Business: The Hospitals Contribution Fund (HCF)

Small Business: Fathom

Government/Not-for-Profit: Abu Dhabi City Municipality

Division of a Large Business: Nasdaq Governance Solutions

Service Center (large): DraftKings Customer Experience Team

Service Center (medium): Yarra Valley Water

Service Center (small): Cargo Crew – Client Service Team

Customer-Focused Innovations: Abu Dhabi Department of Health

Visionary Award: Service NSW

Customer Service Project of the Year – Customer Impact: Abu Dhabi Department of Health

Customer Service Project of the Year – Service Transformation: NSW Government – Department of Customer Service

Customer Service Team of the Year (small): Suncorp

Customer Service Team of the Year (medium): Diversy North American Technical Services Team

Employee Engagement Award: Nasdaq Governance Solutions

Customer-Centric Culture (small): AH

Customer-Centric Culture (large): Ryan, LLC

2022 Service Champions:

Organizations are awarded the Service Champion designation when their total points awarded are within 0.5 points of the winning organization in that category.

Customer-Centric Culture (large): Cebuana Lhuillier

Customer Service Team of the Year (medium): Smartgroup – Vehicle Sales Team

Customer Service Team of the Year (small): Hendrick Autoguard Customer Care and Nations Guard Customer Care

2022 Service Excellence Up and Comers:



Service Center (large): Avetta

2022 Individual Awards:

Customer Service CEO of the Year: Matthew Oppenheimer (Founder and CEO, Remitly)

Customer Service Leader of the Year: Tate Burford (Suncorp)

Customer Service Manager of the Year: Kris Hubbard (Hendrick Autoguard and Nations Guard)

If you would like to nominate your organization or a colleague for an International Service Excellence Award in 2023 please contact us at the number below and check our website for more information and future updates.

About Customer Service Institute of America:

The Customer Service Institute of America (CSIA) is to be the professional body of choice for customer service leaders across the US. The Institute has the exclusive North American rights to distribute the International Customer Service Standard (ICSS) and certify organizations to the Standard.

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