

## NCSA CIRCLE OF EXCELLENCE

### ***Did You Know?***

*CuraScript SD has been an active member of the Central Florida Chapter of NCSA for over 7 years*

## Demonstrating Our Core Values

*CuraScript SD delivers personalized Customer Support every day*

### **01 | National Customer Service Association**

The National Customer Service Association (NCSA) is a not-for-profit organization designed to advance, strengthen and promote the industry of professional customer service through education and fellowship. CuraScript SD has been an active member of the Central Florida Chapter of NCSA for several years, and we have incorporated the NCSA core values of respect, honesty, trust and integrity in our day-to-day customer interactions.

### **02 | Circle of Excellence Awards**

Each year, the Central Florida Chapter of NCSA offers member organizations an opportunity to participate in their annual Circle of Excellence awards program. Three categories of competition are included, from which the member organization selects nominees at the conclusion of the contest period:

- Collections
- Customer Service
- Sales

### **03 | Participation**

CuraScript SD enthusiastically participates in the NCSA Circle of Excellence Awards Program each year to showcase our team's commitment to customer service. During the contest period, managers evaluate each eligible participant's performance utilizing established metrics corresponding to the nomination categories. The 2018 nomination form included the following categories:

- Quality
- Productivity
- Availability
- Schedule adherence
- Job knowledge & market understanding
- Leadership

A Diamond Award Winner is selected during the Circle of Excellence Program and CuraScript SD is honored to have several Diamond Award Winners since our participation in this annual event.

We are committed to delivering superior customer support and customized business solutions to our customers.

### **Learn More**

Visit our website to learn more about our customized business solutions and personalized service.

### **References**

<http://www.centralfloridancsa.com/circle-of-excellence/>

<https://www.nationalcsa.com/mission.php>