

Results of CEDEO certification confirm high customer satisfaction for the fourth consecutive time

EIPA recently undertook customer satisfaction surveys regarding EIPA's contractual activities and open enrolment courses to gauge the degree of customer satisfaction. To do so, EIPA engaged CEDEO, the Dutch independent certifying body for the providers of training courses and other HR services. The outcome highlighted high customer satisfaction, to a degree of 99% and 98%, for the fourth consecutive time.

Two surveys were distributed, one directed towards customers of EIPA's contractual activities, and another towards open course customers. Various indicators were critically tested to gain an overall understanding of our clients' perspectives of our services. Indicators such as the preparation stage; the study programme; the implementation; organisation and administration; and client relationship management were part of the survey, to name a few. The different indicators highlight different elements of the A to Z process that EIPA provides. Our dedication to tailoring our programmes to each specific client is paramount, regarding both contracted activities and open courses. The survey on contracted activities revealed positive attributes.

“In the preparatory stage, we have a meeting to discuss our wishes, and then EIPA works out a proposal for us. We give them our feedback, and the definitive programme is based on this”

Furthermore, as 2020 has progressed, EIPA modified its mode of delivery in line with the circumstances. Our adaptability to the new needs of our clients has been well received.

“EIPA has always been very approachable and quick to respond, but when the COVID-19 pandemic hit, you noticed just how agile they really are. They responded in a really professional way, and everything was rearranged through joint consultation. A big thumbs-up for EIPA”

The aspect of tailor-making of activities finds itself in synergy with being able to deliver valuable content through our experts, covering a broad scope, on theoretical and practical elements. This was distinctly referred to in the survey on open courses.

“They use real experts who not only have a lot of theoretical knowledge but also a lot of practical work experience”

The customer satisfaction surveys confirmed the high quality of our services, indicating a 99% and 98% of satisfaction for open enrolment and contract activities respectively. This is the fourth time that we have undertaken an external customer satisfaction review with CEDEO. Staying close to our customers and critically evaluating our services allows us to continue evolving with our customers along the way. Each time, EIPA has received a very high overall rating by our customers. Resulting in our customers recommending EIPA to colleagues and following additional EIPA courses.

CEDEO is an independent certification body for the HR area, supported by the Ministry of Economic Affairs in the Netherlands, assessing quality, consistency, and customer orientation. CEDEO bases its findings on periodic customer

satisfaction surveys amongst clients of training courses and other services. A certification from CEDEO, confirms a high-quality standard, as

more than 85% of clients consulted need to be satisfied with the services delivered.