Certified Internal Consultant

Customer Excellence

Susan M. Mitchell

The HPO21 Institute certified that this participant has completed successful implementation of the OE21 **Customer Excellence** standards (processes) as defined in the OE21 body of knowledge published at www.oe21.net - including:

Voice of Customer * Customer Engagement * CRM * Opportunity Marketing * Customer-Focused Results

OE Units Awarded: 4 OEUs (20 hours of participation)

Date of Completion: April of 2020

Chuck Mitchell Consulting Director, HPO21 Institute

www.internalconsultingworks.com