



Asia Pacific
Customer
Service
Consortium

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NEWS RELEASE

Health Industry Leaders Awarded with People Site Certification from APCSC “Employee Development, Empowerment & Engagement, Fundamental to Customer Experience.”

Hong Kong, China, 21 June 2019 – Two leading companies have been awarded the **People Site Certification (PSC)** from Asia Pacific Customer Service Consortium (APCSC), in recognition of their people development and commitment in providing world-class professional services covering Hong Kong, Asia Pacific, and global markets.

The awarded companies are:

- *Mead Johnson Nutrition (Hong Kong) Limited*
- *Quality HealthCare Medical Services Limited*

The honored business units are:

*Consumer Relationship Management Department
Customer Services Department*

The People Site Certification is an accreditation offered to **APCSC Member Companies** that have **over 90% of their Customer Service and Contact Centre staff remain certified under APCSC’s Global Certification program**, including Certified Customer Service Professional (CCSP), Certified Contact Centre Professional (CCCP), Certified Contact Center Supervisor (CCCS), Certified Contact Center Manager (CCCM), and Certificate in Customer Service Management (CCSM).

Mr. Jason Chu, Chairman of APCSC emphasized, “Successful development, empowerment and engagement of employees are fundamental to CRE customer experience. Successful CRE leaders reinforce the employees’ commitment and career development, through customer centric initiatives, culture, and teambuilding engagement in order to offer highly satisfactory customer solutions that create loyalty. Congratulations to the People Site Certification firms and business units for their commitment in developing customer experience management strategies and achieving win-win-wins for stronger satisfaction, relationship and loyalty.”

Mr. Pankaj Agarwal, General Manager, Mead Johnson Nutrition, Hong Kong & Taiwan said, “Mead Johnson Nutrition is honored to receive The People Site Certification from APCSC once again this year. This achievement not only recognizes our efforts in customer service excellence, but also encourages us to continue to aim for new heights. We are proud to have served Hong Kong parents for the past 50 years with innovative, high-quality and science-based pediatric nutrition products. We are committed to continuing our efforts in becoming the trusted partner to parents, to give every child the best start in life.”

Ms. Elaine Chu, General Manager, Quality HealthCare Medical Services Ltd. said, “We are delighted to be awarded by the Asia Pacific Customer Service Consortium for 14 consecutive years. This is the recognition of our commitment and a motivation to all our staff to continue the provision of top quality customer services. The 24-hour medical call centre of our Customer Services Department often acts as the first point of customer contact. The Department handles over 70,000 calls and 7,000 emails a month including enquiries on panel doctors’ information, appointment booking, emergency assistance, and inpatient admissions. We are always actively listening to our customers’ feedbacks, and we treat them as useful resources for our ongoing improvement and measurement of success. As a market leader in medical call centre, we will allocate adequate resources to empower our staff through training, certification and knowledge management to strive for all rounded service excellence.”

The People Site Certification is offered free of charge to **APCSC Member Companies** and is renewed on an annual basis provided that 90% or more of the staff remain certified under APCSC’s Global Certification program. For **Global Certification Program, People Site Certification** or press enquiries/interviews, please contact Ms. Lau at +852 2174 1428. Press releases are also available by email, kindly send requests to: enquiry@apcsc.com or visit www.apcsc.com

Asia Pacific Customer Service Consortium (www.apcsc.com)

APCSC is founded with the belief of that “*Excellent Customer Relationship is the only way to Sharpen your Competitive Edge!*” The goal of the Consortium is to promote service quality and customer relationship excellence in international cities across the Regions and to recognize and reward governments, companies, business units, teams and individuals that have contributed to the success of both their customers and the organizations that they serve. APCSC jointly offers the most recognized global certifications for Contact Center, CRM and Customer Service Management with global education partners and international membership organizations to set worldwide standards.

Mead Johnson Nutrition (Hong Kong) Limited

Mead Johnson Nutrition is the world’s leading company in infant and young child nutrition. We develop safe, high-quality and science-based formula products that help meet the nutritional needs of infants and children in over 50 countries. Mead Johnson Nutrition was established in 1905 and has been in Hong Kong for 50 years. We are committed to giving back to the community by partnering with different NGOs in supporting children’s health development and nutrition education.

Quality HealthCare Medical Services Limited

Quality HealthCare Medical Services Limited (QHMS), Hong Kong, became part of Bupa, an international healthcare group, in October 2013. QHMS’ operations span diagnostics, primary healthcare and day care specialties. With roots tracing back to 1868, QHMS serves the community through a network of around 100 multi-specialty centres and over 800 affiliated clinics offering Western Medicine, Traditional Chinese Medicine, Diagnostics & Imaging, Dental, Physiotherapy services, etc. It also operates a private nursing agency. QHMS is one of the largest providers of healthcare services to corporates in Hong Kong. In 2016, the Group recorded more than 2.8 million healthcare visits. QHMS endeavors to enhance the quality of our professional services continuously to satisfy the needs of customers and patients.

For Press interviews, People Site Certification, International CRE & CSQS Leadership Summit exhibition sponsorship, CRE Awards and sponsorship, please contact Ms. Lau via tel: (852) 2174 1428. enquiry@apcsc.com. You can also obtain more information through Sina Weibo: weibo.com/apcsc, Facebook: Asia Pacific Customer Service Consortium, Twitter: CREAwards, LinkedIn: APCSC, QQ : 2303712688, WeChat: APCSC_CRE