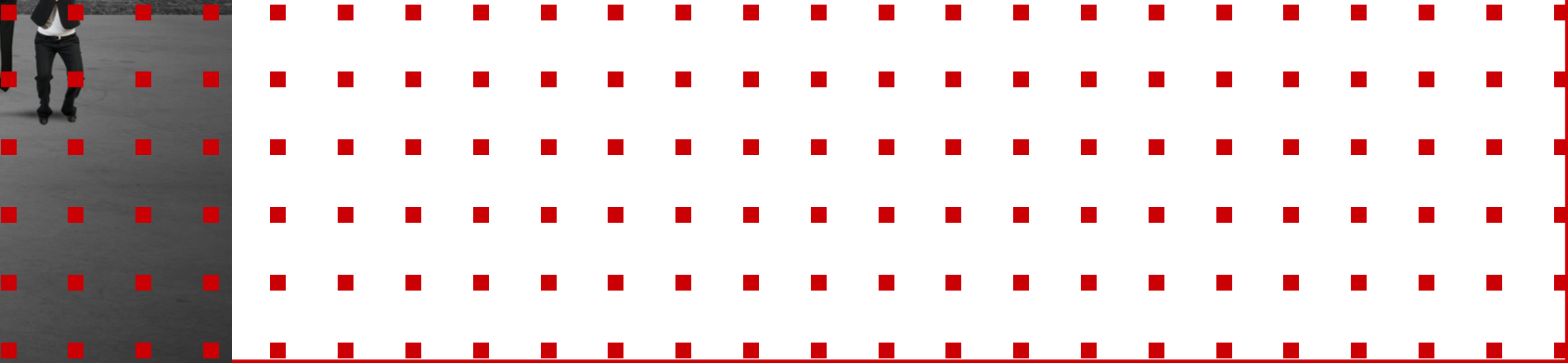
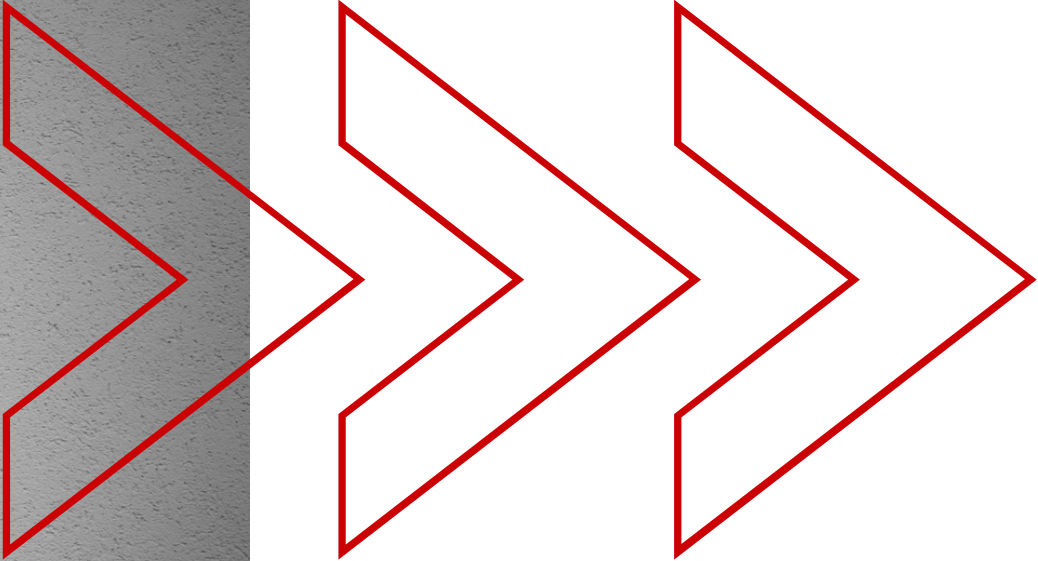


2022/2023

CCA PROGRAMME OF SERVICES



OUR SERVICES

1

Online and Virtual Sessions

Invaluable access to multiple sessions each month with peers across all sectors for enviable networking and insights



One to One Sessions

Bespoke sessions led by senior CCA execs designed to work with you collaboratively on the issues you are challenged with



3

2

In Person Sessions

Conferences and best practice visits offer the opportunity to be inspired and learn first-hand from others like you



Research & Insights

Access to the latest benchmarking, trends and full library of reports, white papers and video recordings for review at your leisure



4



LEADERSHIP INSIGHTS

Supporting Business Leaders, Executive Office & Leadership Teams

CEO Industry Council

Senior Exec network championing the growth of professionalism and standards in customer service & CX

PLATINUM ONLY



Future Research Programme

Analyse & debate prevalent themes, identify latest trends & concepts to support future strategy

PLATINUM ONLY

Leadership Review

Opportunity for independent update on industry behaviours and trends with Leadership Team

PLATINUM ONLY



Women in Leadership Network

Opportunities to connect and develop personal networks with peers across the CCA network

PLATINUM ONLY

CEO BPO Forum

Senior Exec network for BPO providers to debate and challenge market opportunities

PLATINUM ONLY



Leaders' Summit

Conference programme showcasing innovation, thought-leadership including business leader keynotes

2 NOV 2022, MANCHESTER

OPERATIONAL EXCELLENCE

Supporting Site Leads, Head of Operations/Dept, Project Leads

Best Practice Forum

Open forum to discuss, debate & share best practice with peers.
Hosted 1st Tuesday of each month



The Friday Coffee Club

Address any day to day concerns or issues, informally, in a confidential and amiable environment

PLATINUM ONLY

Benchmarking Club

Monthly activity to track performance, monitor trends, report insights



International Accreditation

Independent, international accreditation programme benchmarking customer operations against a recognised quality framework

Round Tables & Webinars

Facilitated discussions and presentations spotlighting innovation and new thinking



Centres of Excellence

Hosted site visits to Accredited & award-winning operations spotlighting best practice

PERSONAL DEVELOPMENT & RECOGNITION

CCA INSPIRE

Team Leader Development

Engaging development programme
for Team Leaders designed to
support today's new hybrid leader

Platinum members receive complimentary allocation



CCA INSPIRE

Mental Health & Resilience

Engaging development programme
for Team Leaders designed to
support today's new hybrid leader



Excellence Awards & Gala Dinner

Recognised annual awards
programme celebrating business
success, innovation and talent

27 APR 2023



Excellence Awards Judge

Join an independent panel of Judges
responsible for reviewing
CCA Excellence Award submissions



MEET THE TEAM



Anne Marie Forsyth
CEO



Sharon Johnston
Head of Membership



Pauline Cochrane
Head of Research & Partnerships



Ewa Gora
Finance Manager



Katie White
Events & Membership Manager



Marie Macaulay
Independent Assessor



Margaret Mullins
Independent Assessor



Martin Gilhooly
Independent Assessor



Penny Bayley
Independent Assessor



Nicola Collister
Expert Facilitator



Natalie Calvert
Inspire Programme Lead

CONTACT US

For information on any of the services available and to understand how you can benefit please get in touch.



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