

PUBLIC



# DHL EXPRESS

VALENTINA INCERTI

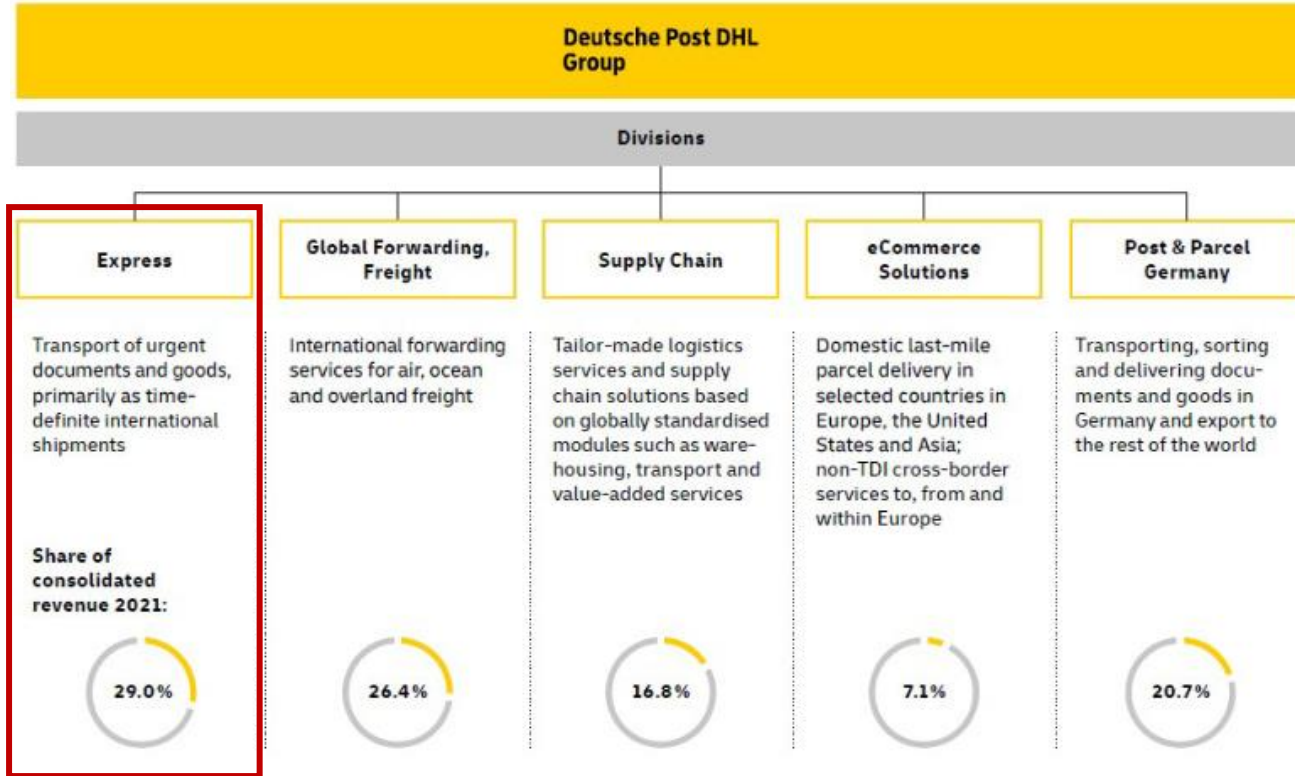
Customer Experience Manager

DHL Express Italy

MISSION 2050  
**ZERO EMISSIONS**  
**GOGREEN**



# DEUTSCHE POST DHL GROUP FOCUS ON...DHL EXPRESS DIVISION



## DHL Express proposition

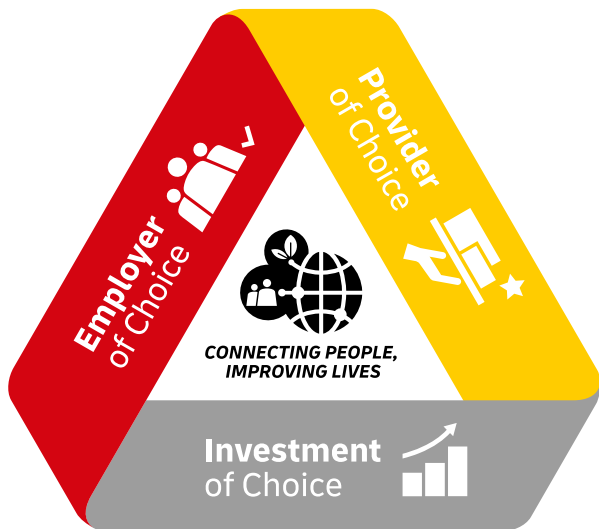
We **pick up and deliver** documents and parcels **as fast as possible** all around the world on a scheduled express network.

This helps **facilitating world trade** by enabling our customers to expand their business **to and from any country**.



# STRATEGY 2025

## Delivering excellence in a digital world



**Purpose:** Connecting people, improving lives

**Values:** Respect & Results

**Our mission:** Excellence. Simply Delivered. **In a sustainable way.**



**Digitalization**

## CUSTOMER CENTRICITY @



### Customer is at the center of our world

Insanely Customer Centric Culture: everyone in DHL Express has an **essential role of listening Customer Voice** in order to have a **continuous improvement**. This is what guides our actions, so that every interaction is a positive experience.

### Net Promoter Approach

The NPA Program introduces a simple measurement of **Customer Loyalty** (the NPS indicator or Net Promoter Score). The goal is to **identify improvement areas to ensure that customers have the most satisfying and positive experience with us**.

The survey analyzes **the entire Customer Journey**. **Directors, Managers and Supervisors** contact customers every day to collect their valuable feedbacks.



### Straight To The Top

Within the **DHL Express website**, Customers can find a contact section where they can **report a compliment or a complaint** directly to the **Managing Director** and/or the **Customer Service Director**.

## VOICE OF CUSTOMER SUPPORTS BUSINESS GROWTH



Customers with recent interactions are randomly sampled daily and contacted to collect **NPS Rating, feedback and willingness to be called by Leaders**

**Leaders callback Customers** to deepen their valuable feedback

Customer Experience Team works together with representatives of each Functions and Senior Management in order to **identify improvement areas and actions to be implemented**

**Continuous improvement initiatives and structural changes** implementation



**2012 - 2022**

**500.000+**

**20.000+**

**1.000+**

**NPS +28**

## CURRENT FUNDAMENTALS IN CUSTOMER EXPERIENCE





PUBLIC



**THANK YOU**