

CUSTOMER SERVICE EXTERNAL AWARDS

FY 2017

Global Customer Service
DHL EXPRESS



27 CS AWARDS IN AMERICAS

Country/Entity Name	Award Title	Award Organizer
Argentina	Silver - Front-Line Customer Service Team of the Year - Other Service Industries	Stevie Awards Inc.
	Silver - Back-Office Customer Service Team of the Year - Other Service Industries	
	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Bolivia	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Brazil	Bronze - Customer Service Management Team of the Year	Stevie Awards Inc.
	Gold - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Bronze - Customer Service Department of the Year (International Business)	
	Silver - Operation Excellence of the Year	Client SA
Chile	Bronze - Customer Service Management Team of the Year	Stevie Awards Inc.
Colombia	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Ecuador	Bronze - Customer Service Team of the Year - Recovery Situation – Transportation	Stevie Awards Inc.
Guatemala	Bronze - Customer Service Department of the Year – Transportation	Stevie Awards Inc.
	Gold - Front-Line Customer Service Professional of the Year - Other Service Industries	

27 CS AWARDS IN AMERICAS

Country/Entity Name	Award Title	Award Organizer
Honduras	Silver Customer Service Team of the Year	Stevie Awards Inc.
Jamaica	Service Excellence in Complaints Management	Jamaica Customer Service Association
	Service Excellence in International Benchmarks	
	Service Award of The Best Medium Enterprise	
	Service Excellence in Training and Capacity Building	
Mexico	Best Service Strategy – Technology for Call reduction	Institute Mexican Teleservices
	Contact Center Manager of the Year	
	Contact Center Supervisor of the Year	
Panama	Customer Service Department of the Year	Stevie Awards Inc.
Peru	Bronze - Best Use of Technology in Customer Service - All Other Industries	Stevie Awards Inc.
U.S.A	Gold - Back-Office Customer Service Team of the Year - Other Service Industries	Stevie Awards Inc.
	Bronze - Customer Service Team of the Year - Recovery Situation – Transportation	
Uruguay	BRONZE STEVIE Customer Service Team of the Year – Transportation	Stevie Awards Inc.
Venezuela	Customer Service Department of the Year	Stevie Awards Inc.

85 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Australia	Best People Strategy and Culture of the Year	Contact Center Excellence
Bangladesh	Silver - Front-Line Customer Service Team of the Year - All Other Industries - 100 or More Employees	Stevie Awards Inc.
	Bronze - Contact Center of the Year (Up to 100 Seats) - All Other Industries	
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Silver - Customer Service Leader of the Year	
	Industry Champion – Individual	Contactcenterworld.com
	Industry Champion – Corporate	
	Best Contact Center Leader- Gold	
	Best in Customer Service	
Hong Kong	Customer Service Professional of the Year – Contact Centre	Asia Pacific Customer Service Consortium (APCSC)
	Customer Service Professional of the Year – Key Account Desk	
	Customer Service Team Leader of the Year – Tracing Team	
	Customer Service Analyst of the Year – CS Development	
	Customer Satisfaction Quality System of the Year	
	Best Customer Experience Management of the Year	
	The Global Support of the Year	
	The Best Contact Centre of the Year	

85 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Hong Kong	Silver Award - Best Contact Centre in Quality Assurance	Hong Kong Call Center Association (HKCCA)
	Gold Award - Mystery Caller Assessment Award	
	Best In Class Award - Mystery Caller Assessment Award	
India	Best Women Leader in Customer Service - Women Leadership & Innovation Awards	International Women Leadership Forum
	Best Contact Centre - Customer Experience Engagement Loyalty Congress & Awards	World HRD Congress
	Best Customer Experience Company - Customer Experience Engagement Loyalty Congress & Awards	
	Customer Experience Awards	Kamikaze B2B Media
	ELSC Voice of the Customer Award	Express Logistics & Supply Chain Leadership Awards
Indonesia	Excellent Award Category - Email Center – Courier	Center for Customer Satisfaction and Loyalty(Carre CCSL) and Service Excellence magazine
	Excellent Award Category - Contact Center – Courier	
	The Best Contact Center – Backline	Indonesia Contact Center Association
	The Best Contact Center – Agent Regular	
	The Best Contact Center – Agent English	

85 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Japan	Leader of the Year 2017	CC-Award JP
Korea, Republic Of	2017 National Best Call Center	Korea Management Association Consulting (KMAC)
	2017 Number 1 Call Center	Korean Standards Association
Malaysia	e-Commerce Delivery Awards - Best Customer Service 2016	Malaysian Communication and Multimedia Commission
	Best Contact Centre Trainer - Bronze	Contact Centre Association of Malaysia (CCAM)
	Best Contact Centre Team Leader – Bronze	
	Best Contact Centre Recruitment & Retention Program – Certification of Merit	
	Best Contact Centre Professional – Certification of Merit	
New Zealand	Supreme Diamond Award - Contact Centre	CRM Consulting Ltd
	Gold Industry Award - Customer Service	
Pakistan	Runner Up for Best Small In-house Contact Center	Contactcenterworld.com
	Bronze - Best in Class Customer Service for small in-house Contact Centers	
Philippines	Bronze Winner - Customer Service Department of the Year	Stevie Awards Inc.

85 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Singapore	High Speed Customer Service of the Year (Logistics)	Asia Pacific Customer Service Consortium (APCSC)
	Customer Loyalty Program of the Year (Logistics)	
	People Development Program of the Year (Logistics – South Asia)	
	Employee Engagement Program of the Year (Logistics – South Asia)	
	Customer Satisfaction Quality System of the Year (Logistics – ASEAN)	
	Global Support Services of the Year (Logistics – South Asia)	
	Contact Center of the Year (Logistics – Under 100 Seats)	
	Runners Up for Best Contact Centre Design - APAC Region	Contactcenterworld.com
	Silver for Best Contact Centre - APAC Region	
	Silver for Best Sales Campaign - APAC Region	
	Gold for Best Customer Loyalty - APAC Region	
	Gold for Best in Customer Service - APAC Region	
	Silver - Best Customer Experience (CX) Mystery Shopper Awards	Contact Centre Association of Singapore (CCAS)
	Silver - Best Contact Centre Team Leader (Frontline)	
	Silver - Best Contact Centre Team Leader (Night team)	
	Silver - Best Contact Centre Support Manager	
	Gold - Best Customer Service Professional	

85 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Sri Lanka	Gold Winner - Customer Service Department of the Year	Stevie Awards Inc.
Taiwan	Customer Service Professional of the Year (Contact Center)	Asia Pacific Customer Service Consortium (APCSC)
	Customer Service Team Leader of the Year (Contact Center)	
	CRM Manager of the Year	
	People Development Program of the Year (Logistics- North Asia)	
	Contact Center of the Year (Logistics – Under 200 Seats)	Taiwan Contact Center Development Association (TCCDA)
	Star Trainer of Customer Service	
	Star Supervisor of Customer Service	
	Star Manager of Customer Service	
	Star Agent of Customer Service	

85 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Thailand	The Best Professional Management Contact Center	Thai Contact Center Trade Association
	The Best Human Care Contact Center	
	The Best Contact Center of the Year	
	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	The Best Support Agent of The Year – Gold	Thai Contact Center Trade Association
	The Best Supervisor of The Year – Gold	
	The Best Manager of The Year – Silver	
	The Best Customer Satisfaction Contact Center	
Vietnam	Silver Award - Innovation in Customer Service Management, Planning & Practice	Stevie Awards Inc.
	Silver - Frontline Customer Service Team of the Year	
	Silver - Award fro Innovation in Customer Service	
	Silver - Contact Center of the Year (Up to 100 Seats)	
	Bronze - Customer Service Management Team of the Year	Best In Biz
	Silver Award for Executive Team of the Year	
	Silver award for Best Technology Innovation - Internal Solution	

12 CS AWARDS IN CHINA

Country/Entity Name	Award Title	Award Organizer
China	Merit – Customer Service Professional of the Year (Contact Center)	Asia Pacific Customer Service Consortium (APCSC)
	Merit – Customer Service Team Leader of the Year (Contact Center)	
	Winner (Logistics) – Customer Service Manager of the Year (Contact Center)	
	Best Use of Technology of the Year (Logistics)	
	Employee Engagement Program of the Year (Logistics – North Asia)	
	Customer Satisfaction Quality System of the Year (Logistics – China)	
	Contact Center of the Year (Logistics – Under 1000 Seats)	
	China Best Contact Centre Manager of the Year	ICMI China
	China Best Customer Service (Multi-Channel)	
	China Best Service Quality of the Year	
	China Most Innovative Operation in Contact Centre	
	China Best Contact Centre of the Year	

25 CS AWARDS IN EUROPE

Country/Entity Name	Award Title	Award Organizer
Belgium	Best Feedback Practices in the field of Customer Contacts 2017	Customer Contact Forum BE Association
Bulgaria	Gold - Customer Service Team of the Year - Recovery Situation - Transportation	Stevie Awards Inc.
Croatia	Contact Centre Academy Award	Contact Centre Academy
Denmark	Best Service Organization (Customer Centricity Maturity)	Wilke KUNDESERVICE AWARD
Finland	Best Service Expert/Advisor of the Year 2017	FI Contact Centre Association
France	Gold - French Customer Service of the Year 2017 (Transport and Logistic)	VISEO CONSEIL
Germany	Gold - Award for Best Customer Service Team of the Year	Stevie Awards Inc.
Hungary	Best Customer Service Manager Award	Client First Consulting
	Best Customer Experience Award	
	Customer Service Excellence Award	
Italy	1st Place - Customer Experience Management	Customer Management Multimedia Competence (CMMC)
Netherlands	Bronze - Contact Center of the Year (Over 100 Seats) - All Other Industries	Stevie Awards Inc.
	Bronze - Award for Innovation in Customer Service - All Other Industries	

25 CS AWARDS IN EUROPE

Country/Entity Name	Award Title	Award Organizer
Norway	Silver - Best Customer Service Management Team	Scandinavian Technology Institute
	Best Customer Service in Transportation Business	Kundserviceprisen
Portugal	Global Contact Centre Trophy Award - Gold for Logistics and Distribution	Association of Portugal Contact Centre (APCC)
Romania	Best Call Center Award	Romanian Contact Center Awards
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	Bronze - People's Choice Stevie Awards	
Russia	Gold - Best Motivational Program of the Year	Call Centre Guru Russia
	CX AWARD - Best Employee Engagement Practice	
	CX AWARD - Best Customer Experience Team	
Spain	Best Customer Service - Transportation Industry	Platinum Contact Center Awards
Switzerland	Bronze Winner - Customer Service Team of the Year	Stevie Awards Inc.
	Silver Winner - Innovation of the Year - Consumer Services Industries	

13 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity Name	Award Title	Award Organizer
Egypt	Silver Winner - Customer Service Backline Team of the Year	Stevie Awards Inc.
Jordan	Silver - Contact Center of the Year (Up to 100 Seats) - All Other Industries	
Kuwait	Silver Winner - Customer Service Department of the Year	
Lebanon	Silver - Front-Line Customer Service Team of the Year - Other Service Industries	
	Silver - Back-Office Customer Service Team of the Year - Other Service Industries	
Oman	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
Qatar	Gold Winner - Customer Service Team of the Year	
Saudi Arabia	Bronze - Back-Office Customer Service Team of the Year - Other Service Industries	
	Bronze - Contact Center of the Year (Up to 100 Seats) - Other Service Industries	
	Bronze - Back-Office Customer Service Professional of the Year - All Other Industries	
	Female Executive of the Year - Business Services - 10 or Less Employees	
United Arab Emirates	Bronze - Back-Office Customer Service Team of the Year - All Other Industries	
	Bronze - Contact Center of the Year (Up to 100 Seats) - All Other Industries	

37 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity Name	Award Title	Award Organizer
Botswana	Bronze - Back-Office Customer Service Professional of the Year - All Other Industries	Stevie Awards Inc.
	Bronze - Contact Center Manager of the Year	
Cote d'Ivoire	Best Customer Service of the Year	L'Académie du Service de Côte d'Ivoire
	Customer Service Team of the Year	Stevie Awards Inc.
	Customer Service Department of the Year	
Kenya	Bronze Winner - Customer Service Team of the Year - Transportation (BL)	Stevie Awards Inc.
	Bronze Winner - Customer Service Team of the Year - Transportation (FL)	
	Customer Service Department of the Year - Transportation	
	Customer Service Executive of the Year	
	Silver Award-Customer Service Manager of the Year	
Mauritius	Bronze Winner - Customer Service Team of the Year - Transportation	Stevie Awards Inc.
Nigeria	Bronze - Front-Line Customer Service Team of the Year - Business Services Industries	
	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Bronze Winner - Customer Service Department of the Year – Transportation	
	Best Customer Service Company - Courier Industry	Nigeria Customer Service Awards

37 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity Name	Award Title	Award Organizer
South Africa	Merit – Customer Service Team Leader of the Year (Contact Center)	APCSC
	Merit – Customer Service Manager of the Year (Contact Center)	
	Winner (Logistics) – Customer Service Professional of the Year (Contact Center)	
	Customer Service Center of the Year (Logistics) - Best Use of Knowledge Management	
	Bronze Winner - Customer Service Team of the Year – Transportation	Stevie Awards Inc.
	Silver Winner - Customer Service Team of the Year – Transportation	
SSA CS Regional Team	Country Winner - Africa’s Most Influential Women in Business and Government - Logistics and Shipping	CEO Global SADC South Awards
	Country Winner - Most Influential Women in Business & Government - Logistics & Shipping sector	
	Regional winner - Africa’s Most Influential Women in Business and Government - Logistics and Shipping	
	Regional Winner - Most Influential Women in Business & Government - Logistics & Shipping Sector	
	Continental Finalist - Africa’s Most Influential Women in Business and Government - Logistics and Shipping	
	Continental Winner - Africa’s Most Influential Women in Business and Government - Logistics and Shipping	

37 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity Name	Award Title	Award Organizer
Swaziland	Service Excellence Award - Courier Sector	Ministry of Commerce and Industry Trade
Zambia	Bronze - Young Customer Service Professional of the Year - All Other Industries	Stevie Awards Inc.
	2017 Contact Centre Agent of the Year	Annual Zambia Customer Service Excellence Awards
	2017 Contact Centre Manager of the Year	
	2017 Most Customer Focused Organization (Courier Industry)	
	2017 Call Center of the Year (Private Sector)	
Zimbabwe	Gold - e-Commerce Customer Services Award – Transportation	Stevie Awards Inc.
	Bronze - Contact Center Professional of the Year	
	Silver Award - Female Executive of the Year – Business Services	
	Service Excellence Awards 2017	Contact Centre Association of Zimbabwe (CCAZ)