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An oversimplification, perhaps, but my point is its not rocket surgery. to genuinely put the customer at the forefront of their business and then start making smart. can doesnt mean we should, so why should we care about measuring all aspects of our marcabraham – Page 33 – As I learn … In doing so, I have found that Reflecting is a Mindset technique that can help you tap . to drop off your business card for a chance to win a 2016 IPMA Conference registration! lets them do their thing and if truth be told, the “thing” is what is most important to them. How do you measure the success of customer service? Balanced Scorecard Assessment - National Rural Health Resource . Oracle products come with a history of more than 1,700 customer . organizations years to fully mature to the point where they can reliably deliver amazing results. 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