



Experience Day 8: Building exceptional customer service and efficiency at scale: what healthcare can learn from other organisations (Tivoli Gardens and UNICEF's Supply Division)

In this site visit you'll have the opportunity to experience first-hand how two organisations deliver exceptional customer service, efficiency at scale and integrate quality improvement at every stage of their business.

You will learn how Tivoli Gardens Amusement Park works with Customer Experience Management in order to provide a better service and customer experience for their customers. You'll also learn how UNICEF is committed to the continuous improvement of its processes in the interest of improved cost-effectiveness and results for children.

Tivoli Gardens

Customer experience is an important aspect in achieving success for companies across all industries. Get a basic understanding of Customer Experience Management (CEM) and insight into how other organisations work with processes, structures and human encounters in order to exceed customer expectations in all contact points. CEM is strategic, systematic work with customer insight and analysis of the customer's needs. CEM helps a business to focus on the wishes and needs of its customers. If employees understand how to view their business and service in a CEM perspective, they will be able to offer a better service and customer experience for their customers.

Tivoli's crowd safety concept was developed in coordination with Buckinghamshire New University of England and other leading festivals in Denmark. All of our concerts are closely evaluated and risk assessed and the actual planning and preparation is closely coordinated with the police and fire departments of Copenhagen. The Park attendants assigned to cover the Friday Rock concerts have all completed thorough crowd safety training, that include advanced first aid, conflict prevention, communication skills, personal safety and efficient crowd safety.

Learning objectives:

- Get a basic understanding of CEM and insight into how Tivoli works with processes, structures and human meetings in order to exceed the guest's expectations in all contact points.
- Learn why and how safety and security are important criteria for a good visitor experience
- Learn how quality and improvement provides a good visitor experience

UNICEF's Supply Division - A visit to the world's largest humanitarian warehouse

The new, automated Supply Division Warehouse covers over 20,000 square metres – the equivalent of three football pitches – and is equipped with the latest technology. The storage area alone is 8 stories high and could contain 6,000 20-foot containers. It has a storage capacity of 36,000 pallets. In addition to housing over 850 different UNICEF supply items, space is loaned to the Office of the High Commissioner for Refugees (UNHCR) for stockpiling their emergency items. The warehouse has a 'Good Distribution Practice' licence to store and distribute pharmaceutical products.



Complementing its Copenhagen warehouse, Supply Division manages two supply hubs, established to ensure that in emergencies, children and their families receive needed supplies quickly, with minimum transport costs. These hubs, in Dubai and Panama, together with the Copenhagen operation contain enough emergency supplies to meet the needs of 250,000 people for three weeks.

The UNICEF Supply Chain involves working with industry to develop fit for purpose products for children. Every link of the supply chain is essential in ensuring vital supplies reach children.

Learning objectives:

- Learn about how UNICEF sends lifesaving supplies anywhere within 48 hours
- Learn about how innovative solutions and collaboration ensures the delivery of supplies to children in situations of conflict, disaster or in hard to reach areas
- Learn how robots and humans work together to dispatch virtually anything to anywhere
- Learn about UNICEF's quality assurance process

Programme for the visit

8.00-8.45	Transportation from Bella Center to Tivoli
08.45-9.00	Entrance at the H.C. Andersen castle (Tivoli) Refreshments in the conference room
09.00-9.45	<i>What is CEM, what is the customer perspective and how can CEM be integrated in all kinds of business?</i> Katja Lohmann, Head of Customer Experience at Tivoli
9.45-10.15	<i>Your safety is important to us!</i> Presentation about safety and security by a safety officer
10.15-10.30	Briefing before the CEM exercise in the Tivoli Garden
10.30-11.30	CEM exercise in the Tivoli Garden based on the CEM assignment Walk and talk with CEM employees during the exercise
11.30-12.00	Reflection and closing comments at the H.C. Andersen castle
12.00 – 12.45	Lunch at Brasserie Nimb in Tivoli
12.45 - 1300	Walk to the bus
13.00 – 13.30	Transportation from Tivoli to UNICEF Supply Division



13.30-13.45	Arrival and registration at UNICEF Supply Division
13.45-14.30	Introduction to UNICEF and Supply Division
14.30-15.00	Warehouse tour (we split in 2 groups) Onsite tour and show and tell of key products.
15.00-15.30	Supply Division and Quality Assurance Francisco Blanco, Chief, Quality Assurance Centre, Supply Division
15.30-15.45	Closing and end of programme
15.45-16.15	Reflections on the day and share learning from the different sites
16.15-17.00	Transportation from UNICEF Supply Division to Bella Center

Programme subject to change