

Customer Engagement Model (CEM)

- [Novecare - CEM Reference doc](#)
- [Service Levels dashboard](#)
- [Governance for Exclusion List \(MOV and Broken Pallet\)](#)
- [Novecare CEM: Customer Service Log \(Q&A\)](#)
- [Novecare Service Levels - Letter to Customers](#)
- [Segmentation and Service Level \(training video\)](#)