

# CUSTOMER ENGAGEMENT MODEL

## Training and Communication

- Updated NVC Service Model - One Pager
- Relaunch of NVC Service Model - Operational Teams Workshop
- **UPDATE IN PROGRESS** Novecare - CEM Reference doc
- Service Level Key Accounts (do not communicate the segmentation to the customer)
- Service Level Critical Accounts (do not communicate the segmentation to the customer)
- Service Level Transactional Accounts (do not communicate the segmentation to the customer)
- Service level Distributors (do not communicate the segmentation to the customer)
- Segmentation and Service Model Playbook

## Dashboard

- Service Levels dashboard

## Procedures

- **UPDATE IN PROGRESS** NOV- WP1 - Minimum Order Value and Minimum Order Quantity - WW
- **UPDATE IN PROGRESS** NOV -Express Delivery Management Procedure - WW
- **UPDATE IN PROGRESS** NOV- WP1 - Order cancellation , modification or completion - WW
- Global Minimum Order Quantity Exception List
- **UPDATE IN PROGRESS** Governance for Exclusion List (MOV and Broken Pallet)
- **UPDATE IN PROGRESS** Novecare Global MOV and Broken Pallet Exception List
- **UPDATE IN PROGRESS** CEM- Administrative fees

## Customer Lead Time (CULT)

- Customer Lead Time Calculator (CULT)
- Customer Lead Time definitions