

CUSTOMER SERVICE EXTERNAL AWARDS 2016

Global Customer Service
DHL EXPRESS



Y2016 - 37 CS AWARDS IN AMERICAS

Country/Entity Name	Award Title	Award Organizer
Argentina	Silver - Back-Office Customer Service Team of the Year - Other Service Industries	Stevie Awards Inc.
	Gold - Front-Line Customer Service Team of the Year - Transportation Industries	
Brazil	Silver Award in category Receptive Operation with the case CS Brazil - The Year of Excellence	ABT Association
	Silver - LATAM Best Customer Service Strategy	ALOIC
	Bronze - Melhor Operação de Call Center Interno	Client SA
	XVII Prêmio Consumidor Moderno	Consumidor Moderno Magazine
	Silver - Customer Service Department of the Year	Stevie Awards Inc.
	Bronze - Front-Line Customer Service Team of the Year - Transportation Industries	
	Bronze - Customer Service Team of the Year - Recovery Situation - Transportation	
Canada	Team of the Year - Canada CSPN	Customer Service Professional Network
	Manager of the Year - Canada CSPN	
	Gold Winner - Customer Service Manager of the Year—Transportation	Stevie Awards Inc.
	Silver Winner - Contact Center Leader of the Year	
	Silver Winner - Customer Service Leader of the Year—Transportation	
	Bronze Winner - Customer Service Complaints Team of the Year—Transportation	
	Bronze Winner - Customer Service Department of the Year— Airlines, Distribution & Transportation	

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Chile	Silver - Front-Line Customer Service Team of the Year - Transportation Industries	Stevie Awards Inc.
Colombia	Premio Nacional a la Excelencia de la Industria en la Interacción con Clientes - Mejor Administración Del Recurso Humano	Asociación Colombiana de Contact Centers & BPO
	Customer Service Department of the Year - Gold	Stevie Awards Inc.
Dominican Republic	Bronze Winner Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Ecuador	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
	Contact Center of the Year (Up to 100 Seats) - All Other Industries	
	Back-Office Customer Service Team of the Year	
Guatemala	Customer Service Department of the Year / STEVIE AWARD BRONZE	Stevie Awards Inc.
Mexico	Bronze Best Service Strategy RH (Turnover)	Institute Mexican Teleservices
	Bronze Best Human Talent Director & VP (Roberto Becerra)	
	Gold Best Human Talent CSA (Erick Lopez)	
	Gold Executive of the Year - Automotive & Transport Equipment and Transportation Category	Stevie Awards Inc.
	Bronze Customer Service Department of the Year (Wow me)	
	Silver Young CS Professional of the Year (Cynthia Gallardo)	
	Bronze Contact Center Professional of the Year STTT (Erick Lopez)	
Panama	CS Department of the Year - Bronze	Stevie Awards Inc.

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El Salvador	Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
United States Of America	Gold Winner - Customer Service or Contact Center (MVP) Most Valuable Professional of the Year	Customer Sales and Service World Awards
	Maverick of the Year- All Other Industries	Stevie Awards Inc.
Uruguay	SILVER STEVIE DHL Express Uruguay SRL Front Line Team	Stevie Awards Inc.
Venezuela	Bronze Winner - Customer Service Department of the Year - Transportation	Stevie Awards Inc.

Y2016 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Australia	Service Excellence Winner 2016	Australian Business Awards
	Gold Award, Parcel Carrier	Reader's Digest Quality Service Awards
Bangladesh	Industry Champion 2016	Contactcenterworld.com
	GOLD- Customer Service Team of the Year	Stevie Awards Inc.
	GOLD- Customer Service Department of the Year	
	Silver- Customer Service Executive of the Year	
	Customer Service Leader of the Year- Gold	
	Customer Service Department of the Year- Silver	
	Customer Service Training Team of the Year- Bronze	
	People's Choice Award	
Hong Kong	Customer Service Professional of the Year (Contact Center) – Hebe Chan	Asia Pacific Customer Service Consortium (APCSC)
	Customer Service Professional of the Year (Contact Center) – Debbie Suen	
	Customer Service Professional of the Year (Contact Center) – Gary Tam	
	The Best Contact Centre of the Year	
	The Global Support of the Year	Hong Kong Call Center Association (HKCCA)
	Best Contact Centre in Quality Assurance – Gold	
	Mystery Caller Assessment Award – Gold	
	Inbound Contact Centre of the Year - Bronze	

Y2016 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Indonesia	Service Quality 2016 - Diamond Award	Center for Customer Satisfaction and Loyalty(Carre CCSL) and Service Excellence magazine
	Excellent Award Category - Email Center - Courier	
	Excellent Award Category - Contact Center - Courier	
	Top 10 Best Contact Center	Indonesia Contact Center Association
	The Best Contact Center Team Leader	
	The Best Contact Center Agent - Regular	
	The Best Contact Center Agent - Backline	
	The Best Contact Center Agent – English (Aldrin)	
	The Best Contact Center Agent – English (Iqbal)	
	The Best Contact Center - Employee Engagement Award	
	The Best Contact Center - Business Contribution Award	
	The Best Contract Center Operation Award	
India	Exemplary Women Leadership Award	
	Customer Experience Awards - Best Contact Centre Award of the Year	Kamikaze B2B Media
	Customer Experience Awards - Best Customer Experience Award of the Year	

Y2016 - 80 CS AWARDS IN ASIA PACIFIC EXCL. CHINA

Country/Entity Name	Award Title	Award Organizer
Japan	Leader of the Year 2016	CC-Award JP
South Korea	Best Contact Center Advisor	Korea Contact Center Association (KCCA)
	2016 National Best Call Center	Korea Management Association Consulting (KMAC)
	2016 Number 1 Call Center	Korean Standards Association
Sri Lanka	Customer Service Award	South Asia Partnership Summit and Business Award
	Customer Care Team of the year - Bronze	Stevie Awards Inc.
	Customer Service Department of the year - Silver	
Malaysia	Best Contact Centre Recruitment and Retention Programme – Certificate of Merit	Contact Centre Association of Malaysia (CCAM)
	Best Contact Centre Professional (under 100 seats) - Gold	
	Best Contact Centre Team Leader (above 100 seats) - Bronze	
	Best Contact Centre Team Leader (under 100 seats) - Silver	
	Best Contact Centre Manager (under 100 seats) - Bronze	
	Best Contact Centre Manager (under 100 seats) - Silver	
	Most Innovative Technology Adoption in Contact Centre – Bronze	
	Best In-House Contact Centre (under 100 seats) – Silver	

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Country/Entity Name	Award Title	Award Organizer
New Zealand	2016 CRM Contact Centre Industry Sector Awards - Courier Services	CRM Consulting Ltd
Philippines	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Singapore	People Development Program of the Year (Logistics)	Asia Pacific Customer Service Consortium (APCSC)
	Employee Engagement Program of the Year (Logistics)	
	Customer Satisfaction Quality System of the Year (Logistics – South Asia)	
	Customer Loyalty Program of the Year (Logistics)	
	Contact Center of the Year (Logistics – Under 100 Seats)	
	Bronze - Best In House Contact Centre Professional (20 to 100 seats)	Contact Centre Association of Singapore (CCAS)
	Gold - Best In House Contact Centre Professional (20 to 100 seats)	
	Gold - Best In House Contact Centre Manager (20 to 100 seats)	
	Silver - Best Mystery Shopper Results	
	Gold - Best In House Contact Centre (20 to 100 seats)	
	Best Sales (Upselling) Campaign (2nd Runners Up)	Contactcenterworld.com
	Best Customer Loyalty Program (2nd Runners Up)	
	Best CS Analyst (Silver)	
	Best Contact Centre Mid Size In House (Silver)	
	Best Customer Service for Mid Size In House Centre (Silver)	

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Thailand	Contact Center of the Year - Bronze Award	Stevie Awards Inc.
	Best Contact Centre Facility Award	Thai Contact Center Trade Association
	Best Work Flow Contact Centre Award	
Taiwan	Customer Service Manager of the Year (Service Center)	Asia Pacific Customer Service Consortium (APCSC)
	Customer Service Team Leader of the Year (Service Center)	
	Service Professional of the Year (Contact Center)	
	Customer Service Professional of the Year (Service Center)	
	Customer Service Center of the Year	
	Best Customer Service Award	Taiwan Contact Center Development Association (TCCDA)
Vietnam	SILVER AWARD - SUPPORT DEPARTMENT OF THE YEAR	Best In Biz
	Green Contact Center - Silver	Contactcenterworld.com
	Best In Customer Service - Bronze	
	Stevie Award for Innovation in Customer Service Management, Planning & Practice - GOLD Award	Stevie Awards Inc.
	Innovation in Customer Service - Silver Award	
	Contact Center of the Year - Gold Award	

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Country/Entity Name	Award Title	Award Organizer
China	Merit - Customer Service Professional of the Year 2015 (Contact Center)	Asia Pacific Customer Service Consortium (APCSC)
	Merit - Customer Service Professional of the Year 2015 (Contact Center)	
	Customer Service Team Leader of the Year 2015 (Logistics - Contact Center)	
	Integrated Support of the Year 2015 (Logistics)	
	Customer Satisfaction Quality System of the Year 2015 (Logistics - North Asia)	
	Contact Center of the Year 2015 (Logistics - Above 500 seats)	
	Customer Relationship Excellence - Outstanding Achievement 2015	
	China Best Customer Service Agent	ICMI China
	China Best Call Centre Manager	
	China Call Center Best Customer Experience Award	
	China Call Center Best Management Innovation Award	
	China Best Call Center of the Year (2015-2016)	

Y2016 - 31 CS AWARDS IN EUROPE

Country/Entity Name	Award Title	Award Organizer
Austria	The Best Austrian Company for Excellence in Customer Centricity	Top Service Austria Award
Bulgaria	Silver - Front-Line Customer Service Professional of the Year - Other Service Industries	Stevie Awards Inc.
	Customer Service Team of the Year - Recovery Situation - Transportation	
Croatia	Contact Centre Academy Award	Contact Centre Academy Award for 2015
Denmark	First Place in Telephony Service - Logistics category	Kundeservice Award
	2nd Place in Internal Maturity Assessment - National & All Business	
France	Certification NF345/EU15838	AFNOR Group
	Gold - French Customer Service of the Year 2016 (Transport and Logistic)	VISEO CONSEIL
Germany	Silver - Support Department Of The Year	Best In Biz
	Best Service provider for SME	Wirtschaftswoche - Branchenvergleich Anbieter
Greece	Best Customer Service for Small Teams	National Call Center Association
Ireland	Customer Focus Achievement Award	The Irish Logistics and Transport Awards
Italy	Pirelli Supplier Awards 2016	Pirelli Group of Italy
Luxembourg	Operational Excellence Europe of the Year	Husky Injection Molding Systems Ltd

Y2016 - 31 CS AWARDS IN EUROPE

Country/Entity Name	Award Title	Award Organizer
Netherlands	Gold - Customer Service Complaints Team of the Year - Transportation	Stevie Awards Inc.
Norway	Kundeserviceprisen 2016 - Transport	http://www.seeyou.no/kundeserviceprisen/
Portugal	Global Contact Centre Trophy Award - Gold for Logistics and Distribution	Association of Portugal Contact Centre (APCC)
Romania	Best Call Center Award - Small Call Centers Category (< 50 advisors)	Romanian Contact Center Awards
Russia	Best Customer Experience Manager	National Association of Customer Experience Management
	Silver in nomination "Team Leader of the Year"	National Call Center Association
	Silver in nomination "Best Claim/Complaints Practice"	
	Gold in nomination "Best Back Office Team"	
	Gold in nomination "Team Motivation – Best Practice"	
Spain	Best Internal Platform (All Industry Sectors)	Contact Centre Magazine
	Best Customer Service - Transportation Industry	Platinum Contact Center Awards
Switzerland	2nd Place - Golden Headset Awards 2016 for Customer Focus	Contact Management Magazine (CMM)
	Customer Service Executive of the Year	Stevie Awards Inc.
	Customer Service Team of the Year - Transportation	

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Country/Entity Name	Award Title	Award Organizer
Turkey	Best Customer Experience Award 2016	Turkey Golden Earphones Awards
United Kingdom	Call Centre Manager of the Year	Call Centre Management Association UK
	Outstanding Customer Service Team	Global Business Excellence Awards

Y2016 - 16 CS AWARDS IN MIDDLE EAST NORTH AFRICA

Country/Entity Name	Award Title	Award Organizer
United Arab Emirates	Bronze - Contact Center Advisor of the year 2016	Stevie Awards Inc.
	Silver - Customer Service Department of the Year - Airlines, Distribution & Transportation	
	Silver Award for Innovation in Customer Service - Other Service Industries	
	Silver - Contact Center of the Year (Up to 100 Seats) - Other Service Industries	
	Silver - Customer Service Complaints Team of the Year - Transportation	
	Bronze - Back-Office Customer Service Professional of the Year - Transportation	
	Gold - Front-Line Customer Service Professional of the Year - Other Service Industries	
Egypt	Silver - Customer Service Complaints Team of the Year - Transportation	Stevie Awards Inc.
	Bronze - Contact Center Manager of the Year	
Kuwait	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Lebanon	Silver - Contact Center Professional of the Year	Stevie Awards Inc.
	Silver - Young Customer Service Professional of the Year	
	Gold - Back-Office Customer Service Professional of the Year	
Morocco	Best Call Center in Morocco	SICCAM

Y2016 - 16 CS AWARDS IN MIDDLE EAST NORTH AFRICA

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Qatar	Silver - Customer Service Manager of the Year - Transportation	Stevie Awards Inc.
	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	

Y2016 - 25 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity Name	Award Title	Award Organizer
Botswana	Bronze Stevie Awards for CS: Customer Service Team of the Year - Recovery Situation	Stevie Awards Inc.
Cote d'Ivoire	Front-Line Customer Service Team of the Year - Business Services Industries	Stevie Awards Inc.
	Customer Service Department of the Year - Airlines, Distribution & Transportation	
Ghana	Special Recognition For Commitment To The Development Of Customer Service In Ghana	Ghana Customer Service Awards
	Golden Star In Customer Service Excellence 2016	
Kenya	Front-Line Customer Service Team of the Year - Transportation Industries	Stevie Awards Inc.
	Customer Service Manager of the Year - Transportation	
Namibia	Customer Service Team of the Year - Recovery Situation	Stevie Awards Inc.
Nigeria	Best Customer Service Courier Company	Nigeria Customer Service Awards
	Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
South Africa	Contact Center Manager of the Year – Carmen	Stevie Awards Inc.
	Contact Center of the Year (Up to 100 Seats)	
	Customer Service Leader of the Year	
	Customer Service Management Team of the Year	
	Back-Office Customer Service Professional of the Year	

Y2016 - 25 CS AWARDS IN SUB-SAHARAN AFRICA

Country/Entity Name	Award Title	Award Organizer
SSA Office	Bronze - Customer Service Department of the Year - Airlines, Distribution & Transportation	Stevie Awards Inc.
Swaziland	Service Excellence Award - Courier Sector	Ministry of Commerce and Industry Trade
Uganda	Customer Service Team of the Year - Recovery Situation Silver award	Stevie Awards Inc.
Zambia	Bronze - Young Customer Service Professional of the year	Stevie Awards Inc.
	Silver - Back Office Customer service professional of the year	
	Bronze - Customer Service Team of the year- Recovery Situation	
	Best in Class Courier Services 2016 - Most Customer Centric Organizations	Zambia Institute for Customer Management (ZICM)
	Customer Service Business Leader Award	
Zimbabwe	Customer Service Complaints Team of the Year	Stevie Awards Inc.
	Back-Office Customer Service Professional of the Year	