



Des Moines Chapter of the ICSA Mission, Vision and Values

Our **Mission** is to advance, strengthen, and promote the industry of Professional Customer Service. We exist to assist individuals and organizations with their professional growth, development and recognition.

Our **Vision:**

- We will assist our members and their organizations reach their professional growth and customer satisfaction goals and objectives
- Organize meetings and events addressing the educational needs of customer service professionals
- Provide members with a forum for information-sharing and networking with other industry professionals
- Develop opportunities to interact with other customer service professionals to discuss current issues and challenges
- Learn from other experienced managers and leaders in customer contact positions across varied industries

The **Values** under which we will operate include:

- Professionalism – Service is a profession and only professionals provide the highest quality service
- Passion – Service is our passion!
- Focus – The customer comes first
- Excellence – Anything we do we will do with excellence