

Bosch Service Solutions honoured for excellent employee orientation

Berlin - Bosch Service Solutions has been honoured with the CCV Quality Award 2017 in the Employee Orientation category. This award is presented by Call Center Verband Deutschland e.V. (CCV) alongside trade journal TeleTalk in recognition of exceptional commitment to employees/associates.

Prof. Karlheinz Ruckriegel is a lecturer at the Technical University of Nuremberg and a member of the expert jury. In his discourse in relation to Bosch, he explained the reason for the jury's decision: Bosch's focus on people. An in-house training academy responds flexibly to the development needs of employees, while training takes personal strengths into account. "In addition, Bosch has a highly developed culture of feedback and offers a wide range of employee benefits," said Prof. Ruckriegel.

Georg Wessels, Vice President EMEA at Bosch Service Solutions GmbH, responded: "Our service associates do great work every day, they help and create enthusiasm for the brands of our customers. For us it goes without saying that we should support and encourage our employees. This includes, for example, balancing family and work."

About the CCV Quality Award

Bosch Service Solutions previously won the CCV Quality Award in the Customer Satisfaction category in 2015. The CCV Quality Award is the highest award in Germany for call and contact centre organizations and is awarded annually in three regular categories. This year's award ceremony took place during the annual conference of the Call and Contact Centre Industry in Potsdam. Information and visual material can be found at: www.quality-award.de and <http://ow.ly/FrgX30guKSt>.

About Bosch Service Solutions

Bosch Service Solutions is a leading global supplier of Business Process Outsourcing for complex business processes and services. Using the latest technology and the Internet of Things, the business unit develops integrated and innovative service solutions in the areas of Mobility, Monitoring, and Customer Experience. Around 8,600 associates at 27 locations support national and international customers in more than 35 languages, primarily from the automotive,

travel and transportation, and logistics sectors as well as information and communication technology.

Information about Bosch Service Solutions as an employer: www.youtube.com/watch?v=92WcjKvokSY.

Press photo:



Photo: CCV/agentur-adverb.de

Prize-winners and jurors (left to right):

Prof. Karlheinz Ruckriegel , Professor of Economics at the Faculty of Business Administration at the Georg Simon Ohm Technical University of Nuremberg.

Daniel Meyer, Technical and Commercial Responsibility Germany at Bosch Service Solutions

Georg Wessels, Vice President EMEA at Bosch Service Solutions

Gabriele Borm, Head of Human Resources Germany at Bosch Service Solutions

Wiebke Militz, Marketing & PR DACH at Bosch Service Solutions

Arne Schönfeld, Head of Sales DACH at Bosch Service Solutions

Manfred Stockmann, Management Consultant for Personnel and Organizational Development und Honorary President of the CCV

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