

## **Press Release**

Chemical Customer Service Management Group (CCSMG), a business chapter of the International Customer Service Association (ICSA), held their 18<sup>th</sup> Spring Conference in Charleston, SC on April 13 – 16, 2008. CCSMG's conference is an annual event held in different venues each year.

Conference activities included keynote speakers, Rebecca Pace and Lisa Laude, both of the National Seminars Group, as well as breakout sessions on the following topics:

- Best Practices for Export Management
- Best Practices in Customer Service
- Career Pathing in Customer Service
- Chemical Safety HazMat
- Coaching for Exceptional Performance
- Customer Satisfaction Roundtable
- Customer Service Week
- eBusiness Challenges for the Chemical Industry
- Managing the Emerging Workforce
- Process Centering and Change Management
- SAP Best Practices Roundtable
- State of the Trucking Industry
- The Changing Face of Customer Service
- The Power of Diversity
- U.S. Import/Export Regulations

Breakout sessions are developed with the conference attendees in mind as CCSMG polls the membership for "hot topics" and key issues throughout the year.

CCSMG also supports regional focus groups that meet several times each year on such topics as Best Practices in Export Order Management and Supply Chain Metrics.

CCSMG is a non-profit organization dedicated to the recognition, advancement and education of the Customer Service profession with ties to and an organizational emphasis on issues pertaining to Chemical, Pharmaceutical, and Allied Industries.

### **Our Mission Statement**

Provide the Chemical, Pharmaceutical and Allied Industries membership with a professional forum to support networking and educational opportunities.

### **Contact Information:**

Visit CCSMG at [www.ccsmg.org](http://www.ccsmg.org) for additional information on CCSMG and the next conference in Orlando, FL..

Visit ICSA at [www.icsatoday.org](http://www.icsatoday.org) for additional information on ICSA.