

Speaker Fact Sheet

Chesapeake PDC: April 15th 2021

TOPIC: USING CUSTOMER EXPERIENCE (CX) CONCEPTS TO OPTIMIZE DESIRED RESPIRATORY PROTECTION OUTCOMES

SPEAKER: Tim Paz, CIH

THREE LEARNING OBJECTIVES: (at least)

1. Define Customer Experience (CX)
2. Explain the characteristics of a customer journey map.
3. Identify the group of people best suited to validate the findings of a customer journey map and to get additional input.
4. Summarize the importance of touchpoints when creating a customer journey map.
5. List the steps in the process of building a customer journey map.
6. Recognize examples of “moments of truth.”
7. Apply CX Concepts to Your Respiratory Protection Program

DESCRIPTION OF PRESENTATION: (min, 2-3 sentences)

Developing and administering a compliant respiratory protection program is difficult. In this presentation you will learn how to use Customer Experience (CX) concepts to improve your respiratory protection program outcomes for your customers and for your organization. Developing “customer personas” of your customers means capturing who they are, what is important to them, what are their pain points (in respect to the respirator program) and what they want out of your program. You will also learn how to set up a customer journey mapping program for success. Whether you have a model respiratory protection program or if you are looking for new ways to innovate and drive better outcomes, this session will cultivate a new way of thinking!

SPEAKER TITLE AND EMPLOYER:

Tim Paz, CIH
Senior Industrial Hygienist
Architect of the Capitol

SPEAKER BIO: (paragraph)

Tim Paz, MS, CIH has been practicing industrial hygiene for nearly 25 years in various industry sectors such as environmental remediation, aerospace, healthcare, medical research and most recently as a Senior Industrial Hygienist at the Architect of the Capitol in Washington, DC. He has served as the President of the St. Louis Local Section of AIHA and Chair of the AIHA Mentoring and Professional Development Committee. While serving on the ABIH Board of Directors from 2013 to 2017, he represented ABIH as the U.S. member of the International Occupational Hygiene Association (IOHA) National Accreditation Recognition Committee. Tim is also a member of the AIHA Respiratory Protection Committee and the International Society of Respiratory Protection – Americas Section.

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