

**FACT** News of a poor customer experience travels faster than news of a good customer experience.

**FACT** Our consumer-led economy is thirsty for feedback, and people are more than willing to share their experience instantly on social media.

**FACT** You have full control over how your customers experience you!

**FACT** Our Customer Centricity program drives an organizational mindset that will put the customer in the middle of everything that is done.

## Eagle's Flight Customer Centricity in Action

### OUR CUSTOMER'S EXPERIENCE

#### CUSTOMER CENTRICITY DEFINITION

Taking personal ownership to ensure everything we do results in the best customer experience possible.

