

# Internal Customer Requirements

## Conversation Guide

Explain to your internal customer that the purpose of this session is so that you can better understand what they need from you and what requirements they have to meet so that you can make sure you're providing them with the best possible service.

Internal Customer:

Date:

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What are the most important things you rely on from me/my team?


For each of the above, can you please explain what you need to do with this information/product/service, by when and for whom?

What?	By When?	For Whom?

Thinking about what you receive from me/my team at the moment, how does that match up with what you need?

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What do I/we need to do differently in order to help you meet your requirements?

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If I/my team were providing absolutely exceptional service to you, that really made a significant difference to what you do, what would that look like?

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Thanks for your time and feedback. I'd really like to take that information away and discuss with the team, to talk about what that means for the service I/we provide for you.

I'd like to briefly catch up with you again on \_\_\_\_\_ to let you know what changes (if any) I/we plan to make as a result of this discussion.

Planned Changes


Next Review Date:

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