

About the Klantenservice Federatie, the Dutch association for customer care

The KSF is a vibrant association in a rapidly developing field. In terms of services and communication with customers, there are constantly changing needs of customers, technological developments and changes in legislation and regulations. Partly because of this, the position of customer contact in organisations is becoming more important every day.

What we do

- Representation of interests in politics in The Hague: we are committed to the position of our field and contribute to the collective development of the sector.
- Sharing knowledge: members can attend around 30 expert sessions per year, a wonderful annual conference, an HR conference and many other meetings.
- Research in the sector: we publish benchmark figures.

The association has three important key issues for the long term:

- to be an opinion leader in the field
- human capital in contact centers
- guidance of the sector in digitisation.

Your membership is valid for the whole company. You and your colleagues can make use of the following services the KSF has to offer:

- Access to our knowledge sessions, expert groups, committees
- Access to our annual KSF Conference and HR Conference
- Knowledge exchange with other members
- Access to a large network of professionals in customer contact (contact centers, suppliers and freelancers)
- Professionalisation and improvement of the reputation of customer contact (self regulation in the field of customer service quality)

Membership is valid for a calendar year and will automatically be extended. The notice period is 4 months before the start of the new year, so you can end the membership before september.

On the website www.klantenservicefederatie.nl you can find an overview of news, upcoming events, reports and knowledge. For events of other parties in the industry we can often get discounts for our members.

We hope to see you soon on our events.

Kind regards,

Team KSF