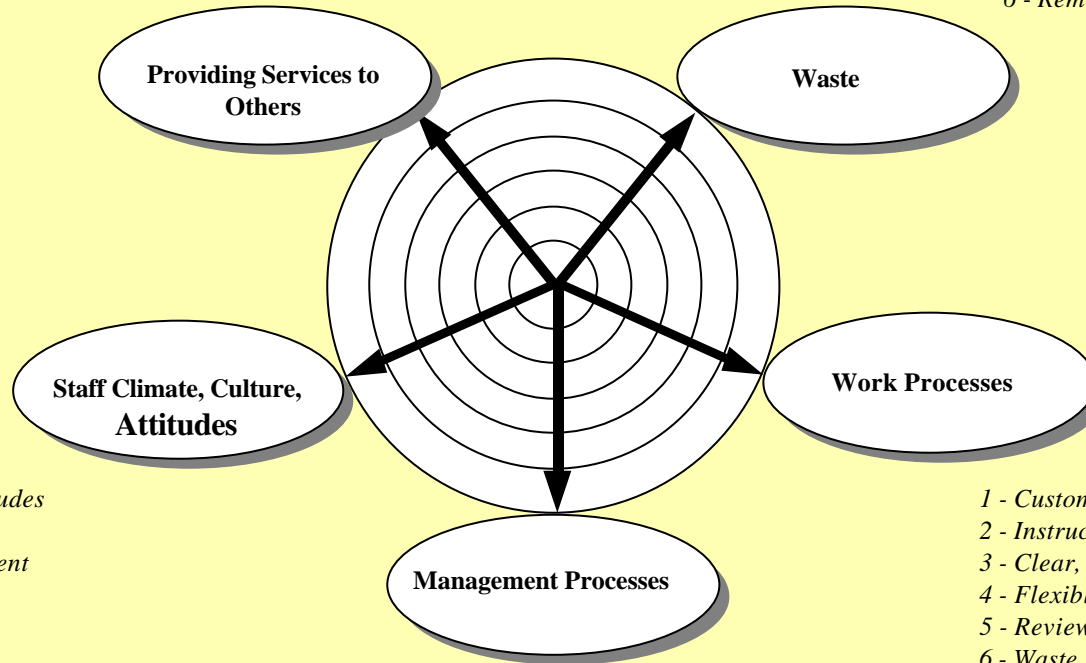


Service Delivery “Self Assessment” Health Check

- 1 - Understanding the Needs of Others
- 2 - Informing Others
- 3 - Way & Manner of Delivery
- 4 - Journey of the Client
- 5 - Staff Attitudes & Behaviour
- 6 - Handling Exceptions

- 1 - Unnecessary Inspection & Checking
- 2 - Internal Repair & Correction
- 3 - Prior Planning & Good Procedures
- 4 - Training & Staff Development
- 5 - Waste/Improvement focussed Culture
- 6 - Remedial Customer Care



- 1 - Customer Focussed Attitudes
- 2 - Team Spirit
- 3 - Being Clear & Transparent
- 4 - Right-First-Time culture
- 5 - Someone Cares
- 6 - Reacting Flexibly

- 1 - Customer Focussed Processes
- 2 - Instructions & Training for Staff
- 3 - Clear, Widely Understood Processes
- 4 - Flexible & Reactive Processes
- 5 - Reviewing & Updating
- 6 - Waste

- 1 - Visible, Involved, Leadership
- 2 - Communicated, Clear Direction
- 3 - Management of People, Style
- 4 - Teamwork
- 5 - Allocating Resources
- 6 - Management Commitment to Quality

Service Delivery “Self Assessment” Health Check

Staff :- Climate, Attitudes, & Culture

- 1 - Having Customer Focussed Attitudes & Behaviour Versus being focussed on own internal procedures, etc.
- 2 - A strong Team Spirit. All people, and sections, Cooperate and Communicate effectively.
- 3 - Being Clear and Transparent. A place where people know what to do and how to get it done.
- 4 - Trying to ensure things are done “Right-first-Time”, and encouraging improvement in the way things are done.
- 5 - Staff feeling that Someone Cares about them. Their views and involvement, and their development.
- 6 - Staff being able to React Flexibly to new demands & situations.

Providing Services to “Others”

- 1 - Understanding the needs and expectations of “others”. - asking them.
- 2 - Informing “others” of your Products & Services and how they may gain access to them.
- 3 - The Way & Manner in which those Products & Services are delivered - right standard? reaction times?
- 4 - How well your operation handles the Journey of the Client?
- 5 - The Attitudes & Behaviour of Staff providing the Services. - do “Others” find them helpful?
- 6 - Handling “exceptions” - reacting to & resolving unusual requests and complaints.

Guidelines to the Self-Assessment - do the following for each box in turn

- Step 1** Review each of the 6 key points in the box in terms of your own organisation. Give each of the 6 key points either a Ö or a X. Ö for those that you feel are O.K. X for those you feel need attention.
- Step 2** Now review those that have a X against them and give a second X to the one that you feel has the highest priority.
- Step 3.** Finally, review the whole list and rate your organisation out of 10 for that box. 10 being excellent and 0 being very poor.

Service Delivery “Self Assessment” Health Check

Quality Improvement Activities

Below are the key actions to make quality improvement happen. For your own organisation, review each item giving each a Ö or a X.

Ö for those that you feel are O.K. X for those you feel need attention.

- 1 - The extent to which “quality” is on the “Organisations Agenda”. People understanding what it means for the organisation, and giving it a high priority.
- 2 - The level of Training that people receive, particularly job related and quality related.
- 3 - The amount of Customer Satisfaction Research carried out.
- 4 - Continuous Improvement Activities, particularly the extent to which staff are forming Quality Action Teams
- 5 - The use of Formal Service Standards, Work Procedures.
- 6 - The extent to which Line Managers truly have a Quality Focus.

Now review those that have a X against them and give a second X to the one that you feel has the highest priority.

Finally, review the whole list and rate your organisation out of 10 for that box. 10 being excellent and 0 being very poor.

Key Concepts of Quality Improvement

- * Quality Improvement comes through “Processes” + “People”
- * Quality Improvement is best carried out by the people who do the work. They know the work processes best.
- * Continuous Improvement is about small quality steps. 100 improvements of 1% rather than 1 improvement of 100%.
- * Quality is a line responsibility, not a staff one. You can’t inspect quality-in, you need to build-it-in.

Key Implementation Issues

Issue 1 - Quality Improvement is “Climate-Driven”.

It is voluntary. If people don’t get involved, it does not happen - it’s that simple. All the issues are people ones - not techniques ones.

Issue 2 - Getting managers to take it seriously.

Managers seeing it as a technique or something for lower levels to do. “Quality” being seen as conflicting with “Productivity”.

Issue 3 - You Don’t get “Owt for Nowt”

You need to invest time & effort in Quality. It’s simply not something people can do in their spare time.

Lindsay Sherwin specialises in consultancy and training in the Public Sector. Our recent clients include Central Office of Information, Immigration Service, English Nature, HM Customs & Excise, MOD, NPL, HMSO, Crown Prosecution Service & Benefits Agency. If you wish anything further, please contact: Fred Sherwin at:

Lindsay Sherwin Ltd, Briar House, Lackmore Gardens, Woodcote, Reading RG8 0SL. Tel/Fax: 01491-680883 web: www.lindsay-sherwin.co.uk