

SERVICE IMPROVEMENT PROGRAMME

"Our Commitment to Quality Service Standards"

▶ Contact Information:

The Service Improvement Programme signals a commitment to formulating, directing, supporting and enabling strategies for internal/external service improvement. This programme therefore seeks to identify key components and provide a basic guideline for customer service excellence.



Service Improvement:
*Achieving significant quantifiable
improvements in customer satisfaction.*

The Service Improvement Programme will be implemented in a phased approach in six key service delivery agencies within the Bahamian Public Service. These departments fall within the purview of:

- Office of the Prime Minister: **Department of Public Service**
- Office of the Deputy Prime Minister and Ministry of Foreign Affairs: **Passport Office**
- Office of the Attorney General and Ministry of Legal Affairs: **Registrar General's Department**
- Ministry of Public Works & Transport: **Department of Road Traffic, Building Control Division and**
Ministry of the Environment: **Department of Physical Planning**

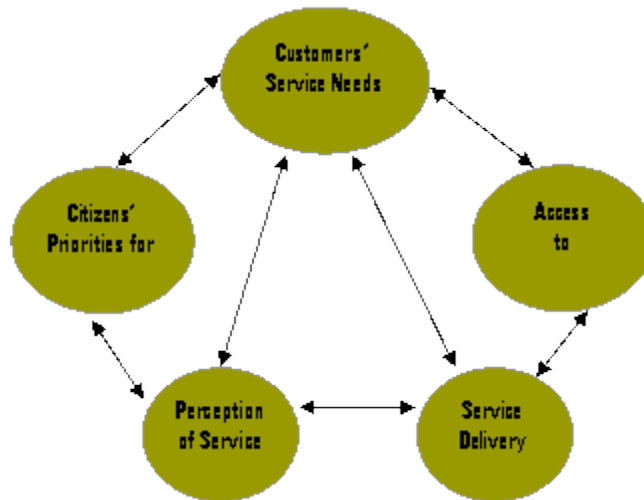
▼ Purpose of the Service Improvement Programme

This project proposes to move the modernization efforts in The Bahamas from the realm of rhetoric to one of results-oriented action. More specifically the programme will be developed to put the focus on the performance of key government services to achieve significant quantifiable improvements in customer service satisfaction.

The continuous and measurable improvements of customer satisfaction is the most reliable indicator of improvements in service delivery and service performance. Therefore, any efforts at improving service delivery must take a results oriented approach to the continuous improvement of customer satisfaction. This service improvement programme therefore seeks to:

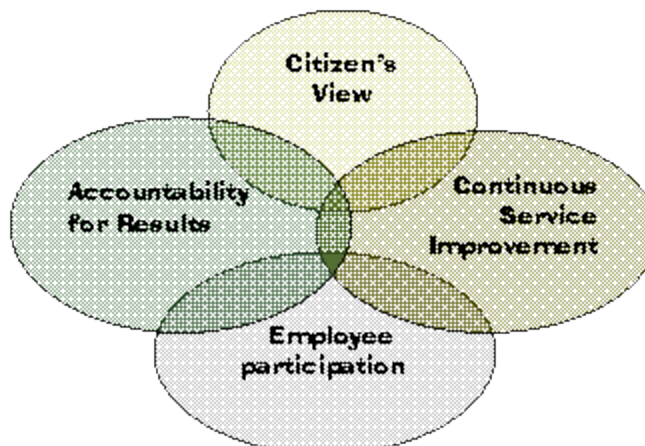
1. Adopt a comprehensive continuous implementation approach to service delivery and customer satisfaction;
2. Establish documented baseline measures of customer satisfaction for key services to the public;
3. Prepare and implement annual service improvement plans based on the client's priorities of service improvement;
4. Establish performance targets for improved client satisfaction;
5. Adopt and publish core service standards;
6. Incorporate results-based improvement accountability for managers as part of the existing performance management system;
7. Report within the existing annual planning and reporting process on:
 - Service standards for all key public services

- Performance against service standards
- Annual improvements in customer satisfaction
- Progress towards meeting performance targets

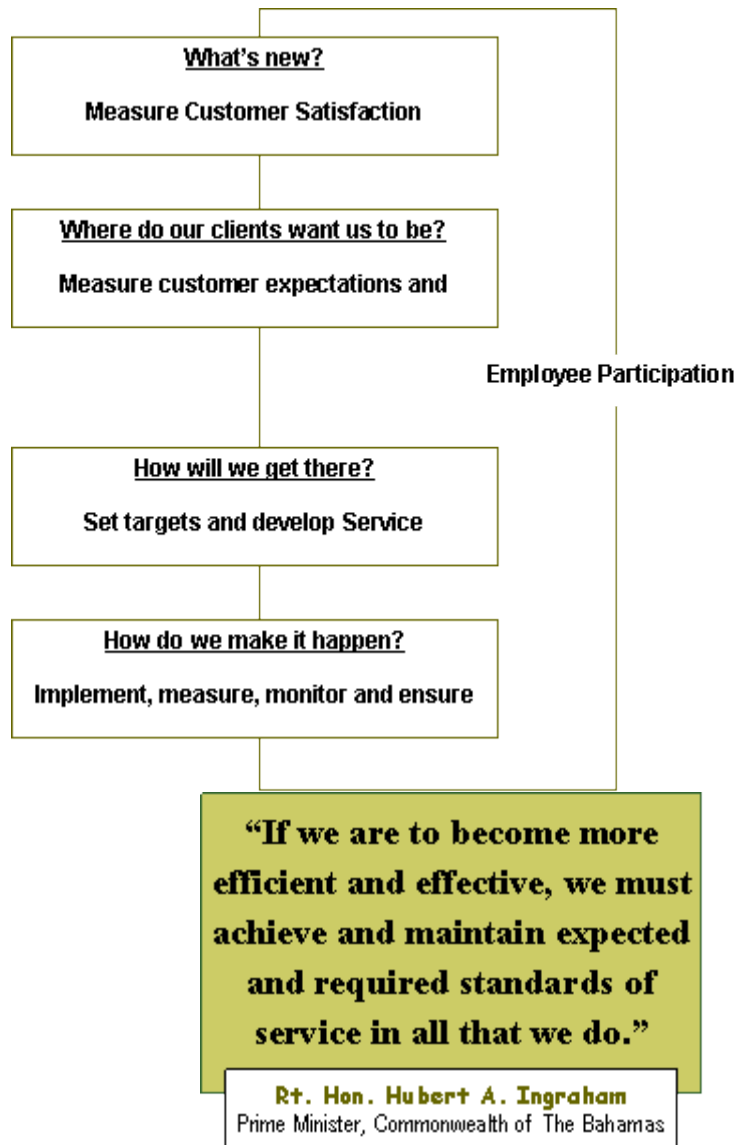


▼ Proposed Service Improvement Plan

Extensive research on high performance organizations demonstrate that continuous improvement in customer satisfaction is best achieved by setting ongoing improvement targets within the planning process, then ensuring that annual service improvement plans are based on customers' priorities for service improvement. These points to a four focus areas that must be addressed in this service improvement plan.



These four key areas can be developed into key areas for this service improvement plan over four phases. Each phase will be developed together with the person within the lead departments. This is extremely important given **CARICAD's** emphasis on capacity development. Having the internal and external customers most affected involved at all stages of the development and implementation of the programme is critical to both its initial success and continued sustainability. The figure below illustrates the phases proposed for the Service Improvement Programme.



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▼ **Customer is entitled to**

- Accessibility
- Assistance
- Comfort
- Confidentiality
- Convenience
- Cooperation

- Courtesy
- Credible information
- Effective communication
- Flexibility
- Professionalism
- Promptness
- Quality
- Reliability
- Results
- Safety
- Satisfaction
- Timeliness
- Trust

**“Customer relations,
Customer service,
Customer satisfaction.”**

▼ Project Timeline



<u>ACTIVITY</u>	<u>DATE</u>
1. Service Improvement Programme Launch	May
2. Survey Testing / Data Collection	May
3. Date Analysis and Report Generation	June
4. Focus Groups Consultation / Retreat (re: Report	June

Findings with Pilot Agencies)

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|---|-----------|
| 5. Determination of client priorities / Pilot agencies | August |
| 6. Development of Service Improvement Plans (SIP)
/ Implementation to begin in Pilot Development | September |
| 7. Training of Trainers Programme and Development
of Service Charters (The assessment of
performance against service standards occur at
least a year after implementation) | November |

Celebrate Success!!