

## SFJPSG6.1.3

### Implement quality improvements to customer service



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#### Overview

This unit is about the detailed planning of improvements, managing the changes that need to take place to implement the improvements and then evaluating the results. It includes the consultation and communication processes that are vital to the successful implementation of improvements and management of change. In particular, it is vital to involve customers at all stages.

It reflects best practice within aspects of the PSG for operational delivery, and in particular to aspects of 'Customer Service'.

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#### Performance criteria

*You must be able to:*

#### Plan the introduction of customer service improvements

- P1 identify possible customer service improvements and the resources available to implement them
- P2 evaluate factors that may help or hinder the introduction of change
- P3 develop realistic objectives, tasks and schedules for the introduction of improvements and agree them with colleagues
- P4 assess the risks associated with each action to effect change
- P5 plan how you will evaluate the proposed improvements

#### Manage the implementation of customer service improvements

*You must be able to:*

- P6 inform the people who will be affected by change, win their support and keep them informed of progress
- P7 implement your plans for improvements dealing effectively with any difficulties
- P8 provide the necessary support to all your colleagues who are involved
- P9 ensure that the planned improvements are implemented on time and within budget

#### Monitor and evaluate customer service improvements

*You must be able to:*

- P10 monitor and evaluate the impact that the changes are having on the quality of customer service
- P11 identify and recommend any further changes that may be necessary to achieve the planned aims and objectives of the improvements
- P12 identify any lessons from the change process and note these for future activities

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the importance of careful planning when introducing change
- K2 the types of factors that may help or hinder the process of change and how to identify and plan for these
- K3 how to develop plans that contain realistic objectives, tasks and schedules
- K4 the importance of having clear lines of responsibility and accountability
- K5 how to identify and plan for possible contingencies
- K6 the importance of clear communication when changes are taking place
- K7 why it is important to win the support of people who will be affected by change
- K8 how to win over staff who are resistant to change
- K9 the types of support that staff may need when improvements are being implemented and how to provide such support
- K10 why it is important to complete change on time and within budget
- K11 how to monitor and evaluate the impact of change
- K12 why it is important to evaluate change and to note any lessons for future initiatives

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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	Professional Skills for Government (PSG)
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