

Appendix G: Service Improvement Plan Template

SERVICE IMPROVEMENT PLAN FOR [ORGANIZATION]

For the Period: *Dates for which the plan is in effect*

Scope: *Services/programs affected by the service improvement plan*

THE CONTEXT

Brief summary of the background to the plan, in the citizen-centred approach, and any previous planning efforts.

DIRECTION

MISSION STATEMENT

A brief explanation that states the purpose of the organization.

VISION OF CITIZEN-CENTRED SERVICE

The desired future state for the organization based on the citizen-centred service approach.



Priorities Template: Example #1

PRIORITY AREAS FOR IMPROVEMENT

PRIORITY 1: Reduce the need for clients and citizens to contact the government office by exploring new approaches in client service delivery.

	ACTIONS	RESPONSIBILITY	TIMEFRAME	RESULTS	MEASUREMENT
1.	Reduce telephone calls for information				
A.	Review of most frequent requests for information by telephone to identify gaps	Client Services Manager	May, 2000	Thorough review of information requests	Summary report of findings and information gaps
B.	Review information products for information gaps related to client requests	Director of Communications	June, 2000	Increased satisfaction with information needed being available	Client satisfaction survey
C.	Review forms for clarity and plain language	Client Services Manager	June 2000	Increased satisfaction with forms being easy to understand and fill out	Client satisfaction survey
2.	Increase availability of information across service channels				
A.	Expand information available on the Internet	Director of Communications	August 2000	Expansion of information available through the Internet service channel	Number of paper information documents available electronically through the Internet

PRIORITY 2: priority statement

Definition/clarification of terms in priority statement, or elaboration on statement

	ACTIONS	RESPONSIBILITY	TIMEFRAME	TARGETS	MEASUREMENT
1.	Objective #1				
A.	Action		Date finished		
2.	Objective #2				
A.	Action		Date finished		



Priorities Template: Example #2

PRIORITIES FOR IMPROVEMENT	OBJECTIVES / ACTIONS	SERVICE CHANNELS	RESPONSIBILITY	TIMEFRAME	RESULTS	MEASUREMENT
Based on client and citizen priorities, identify improvement priorities on which actions should be undertaken	Which action(s) will be undertaken to address client priorities for service improvement?	Phone In Person Mail Electronic Other	Who is (are) responsible parties for taking action?	When will this be undertaken (U) and finished (F)?	What result(s) is (are) expected?	How is progress and results measured?
IMPROVE SERVICE ACCESS	Objective 1: Facilitate the identification of points of service					
	Action 1.1: Installing new signage inside and outside buildings	X	Director of Administrative Services	U: June 2000 F: October 2000	Increased client satisfaction with signage.	Measured through the client satisfaction survey
	Action 1.2: Review of "blues pages" information in telephone directories	X	Director of Communications	U/F: September 2000	Increased client satisfaction with accessibility by telephone	Measured through the client satisfaction survey
	Objective 2:					
	Action 2.1:					
IMPROVE SERVICE TIMELINESS						
IMPROVE STAFF COMPETENCY / KNOWLEDGE						
IMPROVE SERVICE FAIRNESS						
IMPROVE SERVICE STAFF COURTESY						
IMPROVE STAFF SATISFACTION						



ACTION PLAN AND FOLLOW-UP

MONITORING AND REPORTING PROCESS

Brief description on how the plan will be monitored, how frequently results will be reported, and how the results will be reported (i.e. reports).

MANAGEMENT ACCOUNTABILITY

Identification of those accountable for the initiative, and to whom the reports are presented for further action.



