

Appendix 2 - Highlight Report

Project Name:	Customer Service Excellence	Produced By:	Paul Knight
Period Covered:	29 Jan 2010 – 26 Feb 2010	Date Issued:	26 Feb 2010

Schedule Status:

- A request is made to combine the self-assessment with the collection and submission of corporate evidence, actions 1.2 and 2.1 of the work plan. As a result a request is also made to extend stage 1 of the project until March 31 2010.

Budget Status:

- £22,600 has been allocated to the project from the combined 2009/10 and 2010/11 Service First Budget.
- £1200 has been spent on Customer Service Excellence training for the Project Manager and Project Support Officer.
- £21,400 remains in the total project budget.

Resource Status:

- Project management and support resources have proved insufficient during this period. To effectively manage the workload a request is made to extend the duration of stage 1 by one month.

Products completed during this period:

- Awareness seminars took place on 05,12,17 Feb 2010.
- Customer Journey Mapping and Segmentation Workshop took place on 03 Feb 2010.
- Information from the Self Assessment Workshop has been collated and circulated.
- Work Stream Leaders have been secured for ICT, HR, Accountancy, Legal and Democratic Services.
- Project Communication Plan has been produced.

Products to be completed during the next period:

- Additional awareness raising seminars.
- Customer Journey Mapping.
- Awareness raising at Contact Centre & Depot.
- Completion of the self-assessment.

Key Project Risks:

- As detailed in the project risk log.
- Additional risk resulting from limited project management and support resource.
- Additional risk resulting from the Customer Service Coordinator vacancy.

Key Project Issues:

- EMQC have not confirmed costs for the Assessor. (Resolved)
- Communication between the Council and the Assessor has been challenging. (Resolved)

Budget and Schedule Impact of any changes:

- None to report.

Customer Service Excellence

Stage 1 Work Plan

Stage	Activity	Responsibility	Target Completion Date	Progress	Comments
S1	ORGANISATIONAL PREPARATION				
1.1	Getting Started Workshop EMT / Service Managers	PK / EG	Jan 10	✓	
1.2	Self Assessment All Services	EMT/ Service Managers	Mar 10	☺	Changed from Feb 10
1.3	Customer Journey Mapping / Segmentation Workshop EMT / Service Managers (3 workshops x 12 places)	PK / EG	Jan 10	☺	Session 3 booked for 18 Mar 10.
1.4	Customer Service Excellence Awareness Seminar All Staff (9 seminars x 60 places)	PK / EG	Feb 10	✓	Additional sessions booked for 18 Mar 10.
1.5	Getting Ready Workshop EMT / Service Managers	PK / EG	Mar 10	☺	Changed from Feb 10
1.6	Work Stream – Corporate Evidence	PK	Mar 10	☺	Action moved from Stage 2

Stage 1 Timeline

ID	Task	Dec 09				Jan 10				Feb 10				Mar 10			
S1	ORGANISATIONAL PREPARATION																
1.1	Getting Started Workshop																
1.2	Self Assessment																
1.3	Customer Journey Mapping Workshops																
1.4	Awareness Seminars																
1.5	Getting Ready Workshop																
1.6	Corporate Evidence																

Project Budget & Expenditure

Qty	Product	Unit Cost	Budget Provision	Actual To Date	Budget Remaining
1	Getting Started Workshop	£600	£600	£0.00	£600
9	CSE Awareness Sessions	£200	£1800	£0.00	£1800
1	Getting Ready Workshop	£600	£600	£0.00	£600
2	Documentary Review	£600	£1200	£0.00	£1200
1	Pre-Assessment	£3300	£3300	£0.00	£3300
1	Initial Assessment Meeting	£300	£300	£0.00	£300
1	Formal Assessment	£2700	£2700	£0.00	£2700
1	Final Feedback Meeting	£300	£300	£0.00	£300
1	Professional Report	£600	£600	£0.00	£600
1	Meeting Criteria	£11200	£11200	£1200	£9000
		Total	£22,600	£1200	£21,400

Corporate Training Budget Allocation

Qty	Product	Unit Cost	Budget Provision	Actual To Date	Budget Remaining
3	Customer Journey Mapping & Segmentation	£300	£5000	£900	£5000
		Total	£5000	£900	£4100