

## Highlight Report

<b>Project Name:</b>	Customer Service Excellence	<b>Produced By:</b>	Paul Knight
<b>Period Covered:</b>	20 Nov – 18 Dec 2009	<b>Date Issued:</b>	18 Dec 2009

### Schedule Status:

- The project is on schedule.
- Stage one of the project has been extended by one month. Originally due to finish on 29 Jan 2010 the revised date is 28 Feb 2010.
- Stage two of the project has been reduced by one month.

### Budget Status:

- £22,600 has been allocated to the project from the combined 2009/10 and 2010/11 Service First Budget.
- £400 has been spent on Customer Service Excellence training for the Project Manager and Project Support Officer.
- £22,200 remains in the total project budget.

### Resource Status:

- Project resources are sufficient to meet the aim and actions of stage one of the project.
- An additional resource of £5,000 has been secured from the corporate training budget. This resource will be utilised for a programme of customer service training to take place between Jan and Mar 2010.
- Executive Management Team have been asked to provide a Work Stream Leader for each Corporate Area.

### Products completed during this period:

- The Getting Started Workshop has been scheduled for 05 Jan 2010.
- Customer Journey Mapping and Segmentation Workshops have been scheduled for 20 and 21 Jan 2010. We are waiting on a third date.
- Nine awareness seminars have been scheduled over three days, 05,12,17 Feb 2010.

### Products to be completed during the next period:

- Getting Ready Workshop will be scheduled.
- Additional date for the Customer Journey Mapping and Segmentation Workshop will be scheduled.
- Start of self-assessment.
- Creation of Project Communication Plan.

### Key Project Risks:

- As detailed in the project risk log.
- Additional risk as the organisation moves through a period of restructure included the deletion of a number of posts corporate wide.

### Key Project Issues:

- None to report.

### Budget and Schedule Impact of any changes:

- Additional resource of £5,000 for customer service training will have a positive impact.
- The extension of stage one of the project will not impact the overall project schedule and deadline.

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### Stage 1 Work Plan

Stage	Activity	Responsibility	Target Completion Date	Progress	Comments
<b>S1</b>	<b>ORGANISATIONAL PREPARATION</b>				
1.1	Getting Started Workshop EMT / Service Managers	PK / EG	Jan 10	😊	Booked: 05 Jan 10
1.2	Self Assessment All Services	EMT/ Service Managers	Feb 10	😊	Booked: 18 Jan 10
1.3	Customer Journey Mapping / Segmentation Workshop EMT / Service Managers (3 workshops x 12 places)	PK / EG	Jan 10	😊	Booked: 20/21/02 Jan 10
1.4	Customer Service Excellence Awareness Seminar All Staff (9 seminars x 60 places)	PK / EG	Feb 10	😊	Booked: 05/12/17 Feb 10
1.5	Getting Ready Workshop EMT / Service Managers	PK / EG	Feb 10	😐	Date TBC

### Stage 1 Timeline

ID	Task	Dec					Jan					Feb			
<b>S1</b>	<b>ORGANISATIONAL PREPARATION</b>														
1.1	Getting Started Workshop														
1.2	Self Assessment														
1.3	Customer Journey Mapping / Segmentation Workshops														
1.4	Customer Service Excellence Awareness Seminars														
1.5	Getting Ready Workshop														

## Project Budget & Expenditure

Qty	Product	Unit Cost	Budget Provision	Actual To Date	Budget Remaining
1	Getting Started Workshop	£600	£600	£0.00	£600
1	Customer Journey Mapping Workshop	£600	£600	£0.00	£600
1	Customer Segmentation 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	£10000	£10000	£400.00	£9600
		<b>Total</b>	<b>£22,600</b>	<b>£400</b>	<b>£22,200</b>

## Corporate Training Budget Allocation

Qty	Product	Unit Cost	Budget Provision	Actual To Date	Budget Remaining
2	Customer Service Training	£600	£5000	£0.00	£5000
		<b>Total</b>	<b>£5000</b>	<b>£0.00</b>	<b>£5000</b>