

Service Excellence Action Plan for Central Administration Support Services (CASS)

Dimension	Action Step	Timeframe
Knowledge	<p>Create a customer service standards document to ensure consistency in all employee messaging.</p> <p>During team meetings, discuss departmental processes so that all employees understand and apply them consistently.</p>	<p>Already created. Will review with staff.</p> <p>Already begun and ongoing.</p>
Communication	<p>Employees will consistently explain departmental processes to customers and check for understanding.</p> <p>Update website to accurately reflect current processes and who does what. Regular updates to the website will be made when there are changes.</p> <p>Create a customer service standards document to ensure consistency in all employee messaging.</p>	<p>Already begun and ongoing.</p> <p>Already completed and ongoing.</p> <p>Already created. Will review with staff.</p>
Process Improvement	<p>During team meetings, discuss departmental processes so that all employee understand and apply them consistently.</p> <p>Update website to accurately reflect current processes and who does what. Regular updates to the website will be made when there are changes.</p>	<p>Already begun and ongoing.</p> <p>Already completed and ongoing.</p>