

Thank you for agreeing to come to the Kick Start Event.

## Aim:

The aim of the Kick Start is to kick off a programme of service improvement activity that will reduce cost and improve service quality.

By the end of the Kick Start we will have achieved five things:

1. Generated excitement around the potential to improve customer service.
2. Discussed the simple rules for improving the service we provide.
3. Fed back to our sponsor our views on current performance and the biggest opportunities for improvement.
4. Created a list of quick win action plans that we can start on straight away.
5. Received agreement from our sponsor on our next steps.

## Approach

The session will take 3 hours during which time we will carry out three activities:

#### Activity One

A demonstration of process improvement in action and a discussion about the key things we can learn from it.

#### Activity Two

A review of our current operating model and feedback on how successful it is.

#### Activity Three

Generation of a list of the current issues we face and potential solutions that we want to implement.

## Requirements

Please be prepared to speak honestly and openly about the work you do and what is both good and bad about it. If you have any key customers who won’t be attending the session ask them for some feedback about what works well and what doesn’t

## Logistics

Date:

Attendees:

Location:

Dress Code: