

Thank you for agreeing to sponsor a 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 the team will have achieved five things:

1. Become excited about the potential to improve customer service.
2. Discussed the simple rules for improving the service they provide.
3. Feedback to you, as sponsor, their views on current performance and the biggest opportunities for improvement.
4. Created a list of quick win action plans to improve service and reduce cost.
5. Presented these to you for agreement so that they can start straight away.

## Approach

The session will take 3 hours during which time three activities will be carried out:

#### Activity One

A demonstration of process improvement in action and a discussion about the key things that can be learn from it, linking this back to day to day work.

#### Activity Two

A review of the current operating model and feedback on how well it works, both the good and the bad.

#### Activity Three

Generation of a list of current issues and potential solutions that the team can deliver..

## Requirements

As sponsor there are a number of specific requirements that you will need to fulfil:

1. Provide three hours of team time to run the session.
2. Attend and contribute to the session.
3. Speak for five minutes at the beginning of the session about what you would like to get out of it and how it ties into your business plans.
4. At the beginning of activity two explain the process diagram and how it all ties together.
5. Listen to and evaluate the feedback from activity two and openly decide whether or not you wish to act on it. If you do not want to (which is entirely your decision) explain why.
6. Listen to the outputs from session three and either agree to project progression or disagree explaining why.
7. End the session by feeding back to the team what you think went well and or badly and why and also reinforcing which of the activities that the team have proposed you would like to progress.

## Logistics

Date:

Attendees:

Location:

Dress Code: