

## SERVICES / Service Delivery Tool Kit

### Service Delivery Tool Kit (SPEAR™)

#### New Service Delivery Impact Assessment Tool Kit Increases Services Delivery Quality in these challenging times

These are challenging times for the public sector and public entities. Budgets are stretched. Demand on public institutions to deliver is growing by the day. Effectiveness and efficiency management is very demanding on budgets. Every institution is faced with the same challenge...how to increase the quality of planning, implementation, monitor and evaluation, customer satisfaction and loyalty.

#### Superior Performance Improves Client Satisfaction

Studies show that powerful, targeted internal communications is one of the MOST influential factors for increasing performance. By sharpening internal communications, institutions can deliver performance levels that will greatly influence customer satisfaction and deliver enviable performance and service delivery results.

#### Proven Approach Gets Results

BAS has helped many institutions to identify areas for improvement in their performance levels through impact assessments and preparation of comprehensive strategic documentation to improve communication, performance and service delivery.

#### The Key: Performance / Service Delivery Impact Assessment

Any institution is actually a collection of many processes at many locations, each with its own customers or clients. Each process is perfect for one message and wrong for another. Customers or clients for each process behave differently. Placing the right performance and service delivery messages in the right locations for specific processes is critical. Therefore, using the right communication elements influences satisfaction and loyalty decisions and result in:

- Increased efficiency and effectiveness
- Decreased decision-making time and increased thru-put
- Increased consumer satisfaction and loyalty

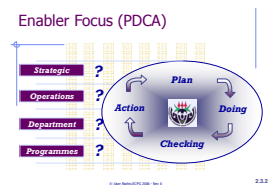
#### Introducing SPEAR™

SPEAR™ is a revolutionary new service delivery tool kit. It enables organisational operators to assess their existing levels of communication, performance and service delivery levels and quickly and easily develop solutions for improvement. SPEAR™ is based on the identical approach used by BAS with its clients.

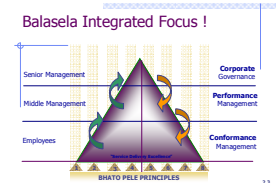


SPEAR™: "Sustaining Performance Excellence, Assessment and Review" ....

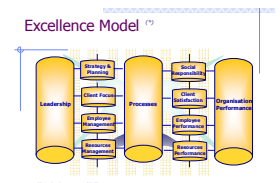
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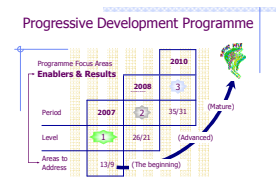
P-D-C-A-.....



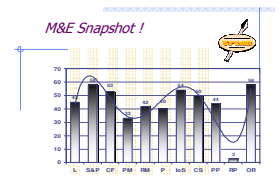
Vertical integration ....



SAEM ...



Roll out ....



Assessment results.....

## How SPEAR™ Works

This impact assessment tool kit is based on BAS's adapted and internationally proven analytical self-assessment or impact assessment approach.

SPEAR™ consists of a collection of six (6) Criteria and supportive Focus Areas grouped by criterion contained in a GUIDE called either GSDE/GPE, GPE for use in the organisation, i.e.:

- **GSDE** – Guide to Service Delivery Excellence (services sector)
- **GPE** – Guide to Performance Excellence (manufacturing sector)
- **GOE** - Guide to Operational Excellence (either service of manufacturing sector)

The **GSDE/GPE** facilitates impact assessment at upper governance level of the organisation and **GOE** at the lower operational and process level.

The guides help the organisation conduct impact assessment and identify the strengths and areas for improvement of current communication, performance and service delivery. The guides provide specific guidance and strategies for optimising process performance. There are:

- Six (6) Enabler Criteria with Focus Areas for Leadership; Strategy and Planning; Client Focus; Employee Management; Resources Management and Processes, and
- Five (5) Results Criteria (balanced scorecard) with results areas for Social Responsibility; Client Satisfaction; Employee Performance; Resources Performance and Organisation Performance.

SPEAR™ is a service delivery improvement guru in a box.

## The Criteria Step-by-Step Approach

SPEAR™ guides are presented in criterion fashion to easily recognise the specific process elements such as planning, deployment, checking and taking action (P-D-C-A), provide the organisation with the flexibility to include those focus areas that are in greatest need of improvement, or that will have the greatest impact on your business performance or service delivery.

Each Criterion caters for functionality such as; list of configured focus areas; action to be taken; responsibility/ownership; weightings/ importance; guidelines/mandates and performance measure/indicators.

## What's in Each Criterion?

Each column by line focuses on a key process called a "Focus Area". There are between 40 and 50 focus areas for impact assessment covering both the internal and external domains of the organisation. Each of the Criteria, e.g. **Leadership** contains the following typical focus areas:

- **Excellence Programme** - how the leadership of the organisation directs and steers the business strategies & tactics towards excellence?
- **Vision, Mission and Values** - how the leadership uses the organisations values and guides the organisation and its employees?
- **Corporate Governance** – how the leadership of the organisation communicates and conducts itself in running the organisation?
- **Client Satisfaction Index** - how the organisation leverages its processes to ensure the highest level of customer satisfaction?
- **Recognition and Appreciation** – how the organisation recognises the performance and the contribution of its employees.

- **Risk Management** – how the organisation manages its risks and operational challenges?
- **Succession Planning** – how the organisations addresses the organisations leadership skills and competencies profile to ensure human capital retention?

### **In-Depth Criterion View!**

The toolkit includes comprehensive column-by-line directions for assessing and improving current focus areas and their drivers. Improving process performance is the single most influential thing the organisation can do to increase its performance and service delivery:

- **Focus Area** – identifying the specific process and title and called for by the organisations strategy!
- **Action** – qualifying the exact action necessary to delivery on the focus area's objectives!
- **Weighting** - informing those involved with a specific focus area/process what the strategic significance and importance of the process is!
- **Coordination Responsibility** – communicating who the responsible coordination member or official is!
- **Execution** – communicating to the organisation which unit or branch is primarily responsible for the execution of the focus area!
- **Guidelines** – clearly and understandably indicate the mandate guidelines or prescripts for the specific focus are!
- **Performance Indicators** – informing process owners of the desired performance outcomes of their process, with particular emphasis on the planning, implementation, monitoring and corrective action element of the specific process!

### **Deliverables Includes**

To ensure optimum results using this tool, every organisation purchasing SPEAR™ gets the following tangible Phase I deliverables from BAS:

- Executive overview.
- Induction and training of selected senior management component.
- Facilitated session to compile the organisations high level GSDE.
- Publish and formatted Guide (GSDE).
- Facilitated impact assessment session by senior management team.
- Detailed assessment improvement report, fully inclusive of data, graphs, strengths and areas for improvement.
- Presentation of assessments results to Executive, inclusive of a roll-out strategy for implementation as part of Phase II.

### **Give Us A Call**

To learn more about SPEAR™, give us a call!