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AUSTRALIAN SERVICE EXCELLENCE STANDARDS (ASES) QUALITY ACTION PLAN

It is useful to plan and manage the implementation of agreed outstanding areas for improvement (identified in your ASES External Assessment Report) by developing a Quality Action Plan (QAP). Your Quality Action Plan will help your organisation plan the 'what', 'how', 'who' and 'when' of your approach to continuous improvement. It will guide you through implementation as you can record and monitor the current status of each agreed initiative. Monitoring may be the responsibility of an individual Executive or Quality Manager or a Quality Committee within your organisation.

STEPS

- 1 Upon receipt of your Final ASES External Assessment Report for a given level within Service Excellence, you are asked to develop a Quality Action Plan (QAP) which addresses the findings and areas identified for improvement by your External Assessor.
- 2 A QAP template is automatically provided with your standard Service Excellence ASES External Assessment Report. For ease of use, your organisation may choose to develop your QAP from the issues raised in the External Assessment Report before detaching and saving it as a separate document.
- 3 You will also need to update responsible officer, set realistic target dates and seek Executive and Board approval within the six week period before the QAP is complete.
- 4 Your QAP should be developed within six weeks from receipt of your Final ASES External Assessment Report and forwarded to you External Assessor for review purposes with a copy forwarded to the Service Excellence Team.
- 6 Once you feel you have implemented your improvement opportunities please notify the Service Excellence Team to arrange a follow up review by your external assessor.

TIPS

- Because the Australian Service Excellence Standards is a self-paced quality program remember that your organisation is the ultimate driver and beneficiary of outcomes achieved from pro-actively supporting the continuous improvement process and addressing your outstanding areas for improvement.
- You should incorporate QAP initiatives into your Annual Business Plan and where projects are longer term, into your next Strategic Plan to ensure that adequate resource funding is available to allow implementation of initiatives.