

Consistent Service Standard

A London local authority sought to deliver a consistent service standard in each of its public offices. The Board decided that to be competitive and deliver the highest service standards it needed a new corporate culture standard.

Working in partnership with our client created a toolkit and digitised all processes and systems. Video training was used to clearly identify, and cascade consistent behavioural service standards required.

A new management dashboard was implemented to cascade the standard so that all employee objectives and behaviours aligned with it.