

Customer Feedback Project Plan – Process

Project Title	Customer Feedback Management - Process
Project Sponsor	Strategic Management Board
Programme / Project Manager	Paula Evans, Business Improvement & Performance Manager
Completion Date	2010
Document Control	18.09.09 Version 1

Action / Task	Person(s) Responsible	Deadline	Milestone	✓
Customer Standards				
Review of current customer care standards	CF Project Team	18.09.09	Customer care standards drafted	✓
Customer Charter sent to PSC Members for comment	PE/DC	22.09.09	Feedback on content by 28.09.09	
Charter sent on general distribution to Officers & Members for comment	PE/DC	02.10.09	Feedback received for consideration	
Charter for public consultation via local media and website	PE/DC/RA	End Nov 09	Feedback received for consideration	
Training for all staff	UDC/ECC	End Dec 09 (subject to ECC)	All UDC Officers received training	
Adoption of customer charter	UDC	From Jan 10 – April 10	All Officers adopting criteria	
Customer Enquiries processes				
Identification of process hierarchy	CF Project Team	02.10.09	Key system users identified	
Process support documents developed	CF Project Team/ECC	End Dec	Process documents published and communicated	

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