

Service Excellence Action Plan for Real Estate, Planning, and Space Management (REPSM)

Dimension	Action Step	Timeframe
Communication	Meeting minutes will be provided after interviews. More consistent use of standard questionnaires and allow for time in the meeting for open ended questions.	Immediate
	Provide responses/ recognition of emails within 48 hrs	Immediate
	Establish an updated procedure for problem statement, alternatives, execution, followup (refine statement); Initiate procedure to notify end users when floorplans and space inventory updates are completed.	2/1/2025
Process Improvement	Create visuals explaining process for typical projects and post them to the webpage and share with clients at kickoff meetings.	2/1/2025
	Ask customers about their experience, issues with process, ideas for improvement	Immediate
	Add an FAQ section to the website	2/1/2025
	Ask customers about their experience, issues with process, and ideas for improvements.	Immediate
	Implement shares space inventory sytem to improve data sharing.	8/1/2025
Attitude	Scenario trainings with HR to focus on attitude and interactions with difficult clients.	Every 6 months
Ownership & Accountability	Provide responses/ recognition of emails within 48 hrs; Establish an updated procedure for problem statement, alternatives, execution, followup (refine statement).	Immediate
	Director to set an example for unit of taking ownership and accountability.	Immediate
	Scenario trainings with HR to focus on communication, accountability, owning mistakes and quickly taking corrective actions.	Every 6 months